

Internal Service Level Agreement Form

Parties to Agreement:

- Providing Department: _____
- Receiving Department: _____

Agreement Start Date: _____

Review Date: _____

Service Scope

- Type of Service Provided: _____
- Internal Service Hours: _____
- Expected Level of Service: _____

Performance Metrics and Targets

Performance Metric	Target/Standard Level	Monitoring Process	Escalation Procedure
Response to Internal Requests			
Issue Resolution			
Project Completion Time			
Interdepartmental Communication			

Roles and Responsibilities

- Providing Department:

- Ensures service meets the agreed level
- Provides regular reports to receiving department
- Receiving Department:
 - Communicates needs clearly and in a timely manner
 - Monitors service effectiveness

Dispute Resolution and Escalation

- Step 1: Verbal Discussion Between Departments
- Step 2: Escalation to Department Heads
- Step 3: Senior Management Review if unresolved

Approval and Signatures

Providing Department Representative: _____

Date: _____

Receiving Department Representative: _____

Date: _____