

SERVICE LEVEL AGREEMENT CANVAS TEMPLATE

Use the instructions below to complete each section of your service model contract

GOAL AND PURPOSE: <i>Define the objectives of the agreement, which typically is to obtain mutual understanding and acceptance of the terms for service provision between the Service Provider(s) and User(s).</i>		
SERVICE SPECIFICATION <i>Describe the service from the consumer perspective, detailing the key features, service provision assumptions, availability, unique aspects (if any)</i>	TERMS OF THE SERVICE	
	PROVIDER REQUIREMENTS	USER REQUIREMENTS
	<i>Detail the provider's responsibilities and/or requirements in support of the Agreement (e.g., average duration of the provision, meeting response times associated with service provision, performance levels, appropriate notification of any issues in the scheduled provision, etc.) and responsibility in case of non compliance</i>	<i>Details the User responsibilities and/or requirements of duties during service provision (ex. Compliance with national rules, personal insurances, other facility specific rules, etc.) and consequences for non compliance</i>