POLICY NAME:  

SLA/OLA Creation Policy

Effective Date:  
The policy will become effective as of the date of approval.

Policy Owner:  
Technology Systems Division

Policy Number:  
TSD-1009

Related Policies:  
None

Purpose:  
Ensure the creation of consistent TSD policies.

Scope:  
SLA/OLA Creation Policy TSD-1009 applies to all policies written by Technology Systems Division (TSD) staff intended for departmental or university-wide audience and use.

Policy Statement:  
This policy defines the roles and responsibilities of TSD with respect to creating and managing SLA/OLA policies used and managed by TSD.

Definitions:

Responsibilities:  
All TSD staff with a need to create an SLA/OLA are responsible for using the TSD procedures associated with the TSD Management of Service Agreements document (link) and URL.

Compliance:  
All persons in TSD writing SLAs/OLAs shall comply with this policy. Any changes, modifications, or revisions this policy will be reviewed in light of the latest versions of the standards and guidelines upon which these key components are based.

Implementation Process:  
The detailed procedure for writing SLAs/OLAs can be found in the TSD Management of Service Agreements document (link) and URL.
A copy of the completed SLA/OLA should be sent to TSD Executive Assistant. This copy will be kept on file in the Aquia Building, room 249.

Approved By: Walt Sevon, Technology Systems Division Executive Director

Approval Date: September 15, 2012

Revision History:

Supersedes (Previous Policy): N/A

Date of Review: September 30, 2013

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