



PRAXIS kar

DOCUMENT OVERVIEW

SLA Development & Management

What separates an enforceable SLA from a liability exposure, and the framework that gets you there.

INTENDED FOR	Provider and client stakeholders responsible for negotiating, governing, and enforcing Service Level Agreements
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WHY THIS GUIDE

A Service Level Agreement is a risk management tool, not a formality. Get it right and it becomes the foundation of accountability, governance, and operational continuity between provider and client. Get it wrong, or leave it vague, and it becomes the source of billing disputes, unbounded liability, and service breakdowns that land on end users first.

SLA Development & Management distills real-world implementation experience across IT infrastructure and SaaS environments into a single practitioner's reference: severity classification, infrastructure readiness, governance structure, liability containment, and termination terms, each with the sample language needed to put it into a live agreement.

AT A GLANCE: SEVERITY RESPONSE FRAMEWORK

SEV 1 Critical Incident	SEV 2 Major Degradation	SEV 3 Moderate Impact	SEV 4 Informational
30-min response, 4-hr recovery, 24-hr restoration	1-hr response, 72-hr recovery, 10-day restoration	Next business day response, 10 to 30 day resolution	Response within business hours, no recovery target

WHAT THE FULL GUIDE COVERS

- **Severity & Response:** four-tier classification with response, recovery, and restoration targets, plus circumvention as a tool to reduce severity and accelerate resolution.
- **Infrastructure Assessments & Governance:** upfront and periodic assessments that ground SLA terms in technical reality, plus the contact roster, reporting roster, and change approval structure that keeps both parties aligned.
- **Liability & Liquidated Damages:** how to cap exposure, structure pre-agreed remedies, and draft liability language that protects both provider and client without inviting litigation.
- **Termination & Transition:** distinct clauses for IT infrastructure versus SaaS models, plus a full Termination Assistance Services framework: data return, knowledge transfer, and a transition window of up to 90 days.
- **Ticketing, Monitoring, AI & Appendices:** a comparison of ticketing and monitoring platforms, how AI changes both the delivery tools and the service itself, sample penalty and termination clauses, and a responsibility and reporting matrix ready to adapt into any agreement.

REQUEST THE FULL GUIDE

SLA Development & Management runs 29 pages and includes full sample clauses, a ticketing and monitoring platform comparison, and complete responsibility and reporting matrices in the appendices. Email s.topiwala@praxiskar.com for the full copy.