

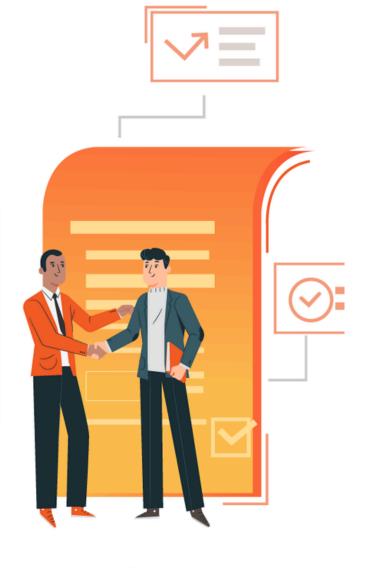
service-level agreement (SLA)



Know!

SERVICE LEVEL AGREEMENT (SLA)

A service-level agreement (SLA) sets the expectations **between the service provider and the customer** and describes the products or services to be delivered, the single point of contact for end-user problems, and the metrics by which the effectiveness of the process is monitored and approved.





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