For details and instruction on how to complete this document, click the ¶ icon under the Home tab to toggle the hidden text on or off.

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| **Control & Use Owner** |  |
| **Service Provider** |  |
| **Period of the Agreement** | **From: Select From date To: Select To date** |

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|  | Objectives of the AgreementBriefly describe the overall objectives of the agreement. For example, improvements in service delivery performance, clarity of the scope of services delivered, clarity of charging arrangements, clarity of roles & responsibilities.  |
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|  | Scope of the Agreement |
|  | Assets Covered by this AgreementClearly define the exact set of assets covered by this agreement. If appropriate provide a detailed inventory of the assets in an Appendix. |
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|  | Asset Responsibility and Authority For the roles identified above define the high level responsibility & authority for each element in the asset management business model (Service #1,2,3 and/or 4) using a RACI matrix (Responsible Accountable Consulted Informed). Check all that apply:R – Responsible -> Who is performing the work?A – Accountable -> Who is making the final decisions and taking actions?C – Consulted -> Who will communication be with prior to decisions being made? I – Informed -> Who will be updated when decisions are made? |

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|  | **Control & Use Owner** **(Service Purchaser )** | **Service Provider** |
| ***Service 1***:Strategic Asset/Investment Planning | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** |
| ***Service 2***:Capital Project Delivery | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** |
| ***Service 3***: Operations & Maintenance | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** |
| ***Service 4***: Decommissioning & Disposal | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** | [ ] **R** | [ ] **A** | [ ] **C** | [ ] **I** |

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|  | Standards and RegulationsOnly if required and appropriate, reference standards and regulations that apply to this agreement |
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|  | Service 1: Strategic Asset / Investment Planning |
|  | Control & Use Owner ResponsibilitiesDefine howto facilitate delivery of strategic and investment planning of the assets or service delivery.Identify the key hand-offs and transfer of responsibility for specific activities.NOTE: If necessary, highlight specific items that will be excluded from Service 1. |
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|  | Services Provider Responsibilities Define the overall services that are provided in sufficient detail so that it is clear and unambiguous. If appropriate define quantitative information for the services such as frequencies. Typically the services will include Strategic Service delivery and Asset planning and Risk assessmentsIdentify the key hand-offs and transfer of responsibility for specific activitiesIf the services vary across the assets within this agreement then detail the asset-specific variations in an Appendix.NOTE: If necessary, highlight specific items that will be excluded from Service 1 |
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|  | Performance Measures (S.M.A.R.T.: Specific Measurable Attainable Realistic Timely)Define the key performance measures that will be used to assess the overall performance of the service. Ensure that the measures are output measures and not unit of work measures. Ensure that the measures are clearly aligned to the customer-facing objectives of the Control and Use Owner (e.g. Levels of Service).Measurement drives behavior and so it is important to test the proposed measures to ensure they drive positive behavior. |
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|  | Financial ArrangementsDefine the Control and Use Owner’s funding source(s) being used to pay for the in-house service delivery and the mechanism(s).for transferring payment to the Service Provider.Put N/A here if the Service Provider is not providing any delivery of services related to Asset/Investment Planning. In section 2.2, if you have identified the Service Provider as R (Responsible) for this service delivery, then this section should be filled in to identify how that service is being paid for.  |
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|  | Reporting and ManagementDefine the formal reports that will be issued by the Service Provider and their frequency.Define the arrangements for reviewing the performance of all parties (i.e. annual performance review meeting) and identifying improvement actions with specific action owners and due dates |
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|  | Service 2: Capital Project Delivery |
|  | Control & Use Owner ResponsibilitiesDefine how to facilitate the delivery of projects.Identify the key hand-offs and transfer of responsibility for specific activitiesNOTE: If necessary, highlight specific items that will be excluded from Service 2 |
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|  | Services Provider Responsibilities Define the overall services that are provided in sufficient detail so that it is clear and unambiguous. If appropriate define quantitative information for the services such as frequencies, response times, and operating parameters. Typically the services will include providing a Project Manager, PM support, project planning and delivery, commissioning and transfer.Identify the key hand-offs and transfer of responsibility for specific activitiesIf the services vary across the assets within this agreement then detail the asset-specific variations in an Appendix.NOTE: If necessary, highlight specific items that will be excluded from Service 2 |
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|  | Performance Measures (S.M.A.R.T.: Specific Measurable Attainable Realistic Timely)Define the key performance measures that will be used to assess the overall performance of the service. Ensure that the measures are output measures and not unit of work measures. Ensure that the measures are clearly aligned to the customer-facing objectives of the Control and Use Owner (e.g. Levels of Service).Measurement drives behavior and so it is important to test the proposed measures to ensure they drive positive behavior. |
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|  | Financial ArrangementsDefine the Control and Use Owner’s funding source(s) being used to pay for the in-house service delivery and the mechanism(s).for transferring payment to the Service Provider |
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|  | Reporting and ManagementDefine the formal reports that will be issued by the Service Provider and their frequency.Define the arrangements for reviewing the performance of all parties (i.e. annual performance review meeting) and identifying improvement actions with specific action owners and due dates |
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|  | Service 3: Operations & Maintenance |
|  | Control & Use Owner ResponsibilitiesDefine how to facilitate Asset O&M services.Identify the key hand-offs and transfer of responsibility for specific activitiesNOTE: If necessary, highlight specific items that will be excluded from Service 3 |
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|  | Services Provider Responsibilities Define the overall services that are provided in sufficient detail so that it is clear and unambiguous. If appropriate define quantitative information for the services such as frequencies, response times, and operating parameters. Typically the services will include Operations, Inspections and Preventative Maintenance, Reactive Maintenance, Emergency Responses.Identify the key hand-offs and transfer of responsibility for specific activitiesIf the services vary across the assets within this agreement then detail the asset-specific variations in an Appendix.NOTE: If necessary, highlight specific items that will be excluded from Service 3 |
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|  | Performance Measures (S.M.A.R.T.: Specific Measurable Attainable Realistic Timely)Define the key performance measures that will be used to assess the overall performance of the service. Ensure that the measures are output measures and not unit of work measures. Ensure that the measures are clearly aligned to the customer-facing objectives of the Control and Use Owner (e.g. Levels of Service).Measurement drives behavior and so it is important to test the proposed measures to ensure they drive positive behavior. |
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|  | Financial ArrangementsDefine the Control and Use Owner’s funding source(s) being used to pay for the in-house service delivery and the mechanism(s).for transferring payment to the Service Provider |
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|  | Reporting and ManagementDefine the formal reports that will be issued by the Service Provider and their frequency.Define the arrangements for reviewing the performance of all parties (i.e. annual performance review meeting) and identifying improvement actions with specific action owners and due dates |
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|  | Service 4: Decommissioning & Disposal  |
|  | Control & Use Owner ResponsibilitiesDefine how to facilitate the Disposal and Decommissioning of an Asset.Identify the key hand-offs and transfer of responsibility for specific activitiesNOTE: If necessary, highlight specific items that will be excluded from Service 4 |
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|  | Services Provider Responsibilities Define the overall services that are provided in sufficient detail so that it is clear and unambiguous. If appropriate define quantitative information for the services such as frequencies, response times, and operating parameters. Typically the services will include responsibility to pay for decommissioning or disposal activities, how residual dollars from allotted, special requirement of the asset in any sale or decommissioning.Identify the key hand-offs and transfer of responsibility for specific activitiesIf the services vary across the assets within this agreement then detail the asset-specific variations in an AppendixNOTE: If necessary, highlight specific items that will be excluded from Service 4. |
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|  | Performance Measures (S.M.A.R.T.: Specific Measurable Attainable Realistic Timely)Define the key performance measures that will be used to assess the overall performance of the service. Ensure that the measures are output measures and not unit of work measures. Ensure that the measures are clearly aligned to the customer-facing objectives of the Control and Use Owner (e.g. Levels of Service).Measurement drives behavior and so it is important to test the proposed measures to ensure they drive positive behavior. |
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|  | Financial ArrangementsDefine the Control and Use Owner’s funding source(s) being used to pay for the in-house service delivery and the mechanism(s).for transferring payment to the Service Provider |
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| 7.5 | Reporting and ManagementDefine the formal reports that will be issued by the Service Provider and their frequency.Define the arrangements for reviewing the performance of all parties (i.e. annual performance review meeting) and identifying improvement actions with specific action owners and due dates.. |
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|  | Dispute ResolutionDefine a simple dispute resolution process that can be escalated to the senior management in the organization. Ensure that the Departments are committed to resolving disputes at the lowest possible level in the organization and within a reasonable timeframe.  |
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| ApprovalsBy signing below, Approvers indicate their acceptance of all terms and conditions outlined in this Agreement. |
| **Approved By:** *(name, title)* | **Approvers Signature** | **Date** |
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| Document Change LogThis section is used to track changes to the Service Level Agreement. As the Service Level Agreement is updated, this section should only identify the date of any updates and only significant updates. If there is a need to determine the detailed change variances, the previous saved version of the Service Level Agreement (SLA) can be used for comparison.  |
| **Document Revision No.** | **Change in Content** | **Date**  | **Updated By:** |
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**Distribution:** List of personnel to forward the Service Level Agreement to.

[ ]  Service Provider

[ ]  Control & Use Owner

[ ]  Other:

Click here to enter Name(s).