

SLA and Contract Review Checklist

One of three. Use this one **before signing**. The Provider Evaluation Scorecard is for the call, and the Managed IT Quote Comparison Guide is for the numbers.

An hour with a highlighter, before you sign. For a regulated practice, the data processing terms are worth a lawyer's time as well.

Documents you should have

- ☐ Master Services Agreement, the terms of the relationship
- ☐ Service Level Agreement, the response and resolution promises
- ☐ Service schedule or statement of work, the scope
- ☐ Data Processing Agreement, how your data is handled and where
- ☐ Mutual NDA, available before any assessment rather than after

Response commitments

- ☐ Does "response" mean an acknowledgement, or somebody working on it?
- ☐ Does the clock run on business hours or calendar hours?
- ☐ What are the stated business hours?
- ☐ Is there a resolution target, or only a response target?
- ☐ What happens if a target is missed? Is there a credit, or nothing?
- ☐ Are the priority definitions specific enough that both sides would categorise the same incident the same way?
- ☐ Who assigns priority, and what happens if you disagree?

Scope

- ☐ Is there a written list of exclusions?
- ☐ What is the out of scope hourly rate?
- ☐ What counts as a project rather than support?
- ☐ Is after hours work charged at a premium?

Ending it

- ☐ What is the notice period?
- ☐ Is there an exit fee?
- ☐ Does the term auto-renew, and how long is the window to prevent that?

- ☐ What do you receive on exit, in what format, and within what timeframe?
- ☐ Is your own documentation explicitly yours?

Everything else

- ☐ What is the liability cap?
- ☐ Can they use subcontractors, and does your data go with them?
- ☐ Does the agreement say what you are responsible for as well as what they are?

The four questions if you read nothing else

What is excluded. What the response commitment actually covers. What leaving costs and what you get. And what happens when a target is missed.

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