



CHECKLIST

SERVICE LEVEL AGREEMENT/MEMORANDUM OF UNDERSTANDING

Issue Date: <mm/dd/yyyy>
Revision Date: <mm/dd/yyyy>

Document Purpose

This checklist is a brief document listing the items to be noted, checked, remembered, and delivered when completing the accompanying template and/or project management practice.

Activities Checklist

This section provides a checklist related to the practice of **SLA or MOU**. The checklist can be used to assure that the project has completed the activities related to effective **SLA or MOU**.

SLA or MOU Checklist	
	Have you collected your customer requirements for an agreement?
	Have you involved the correct parties?
	Have you developed the agreement in collaboration with your customer and other parties?
	Have all parties signed the agreement?
	Has the agreement been implemented?
	Do you have a process in place to evaluate the agreement against the performance criteria?
	Do you have a process in place to report the results of the performance of the agreement to your customer or other parties?
	Do you have a change process established to facilitate changes to the agreement?