Service Level Agreement

S · https://fo.umich.edu/fosg/service-level-agreement/

A Facilities & Operations Service Level Agreement (SLA) is a document that details precisely the services that Facilities & Operations will provide to a specific customer. They are generally written for auxiliary funded departments on campus to receive preventive, predictive maintenance as well as corrective repair service for their buildings and equipment. Typically, the development of an SLA takes 8-12 weeks depending on the complexity of the services being requested and whether existing equipment templates are already established.

A Maintenance Services Service Level Agreement outlines the customer's equipment, the estimated annual costs to provide preventive and corrective maintenance services for that equipment, BAS monitoring instructions (if applicable), and specifies the account information to be used to charge the customer for this work.

Service Level Agreements can also be written for F&O Custodial & Ground Services, Outside Lighting and other departments.

To begin the process for a SLA with Maintenance Services, call 647-2059 and ask to speak with the Maintenance Services SLA Program Manager.

Visit the SLA site here: https://maintenance.fo.umich.edu/work-management/service-level-agreements/.