

Dear students,

As a preparation for the workshop next week (Wednesday, November 16), please write your own draft of a Service Level Agreement based on the following inputs:

- Chose if you are the legal representative of the supplier or of the ordering party (please mark).
- Subject of the SLA is the provisioning of an ERP system including any infrastructure (excluding end user workstations and local network).
- The ordering party has its registered seat in the Czech Republic and has a branch in Slovakia. Most of its clients are from the Czech Republic. The nature of the business is rather standard with main business to be done Mon-Fri with only minor activity over the weekends.
- There are several other services that the supplier is providing to the ordering party under a framework contract besides the ERP
- The ERP was fully developed for the ordering party by the supplier. ERP has special interfaces to CRM system of the ordering party in order to synchronize databases of ordering party's clients. The CRM is run by a different supplier from off-shore data center
- The ERP is a vital tool for the ordering party, any failure on the ERP part may result in serious damage of business
- Bear in mind that the ERP is very complex system and may be quite difficult to be operated by its users and users usually need some help with using it
- Also take into consideration that due to changes in business or legislation, the ERP system needs to be updated
- Try to suggest also the pricing scheme for such service
- Don't be shy to come up with special arrangements or other details of the SLA to make it as perfect as possible

Please use the publicly available resources but don't simply copy a full SLA from the web. Try to investigate how the Czech legislation regulates SLAs and which laws will be applied. Bring your draft of SLA to the class **printed in such a form that would be suitable as one of the Annexes** of the framework agreement between the supplier and ordering party. It will be appreciated if you include your name on the paper as well (unless you wish to hide your identity).

We will go through some of your drafts and try to come up with the best SLA we can get.

Looking forward to meeting you,

JUDr. Josef Donát, LL.M.
Partner

ROWAN LEGAL
B E S P O K E C O U N S E L S
Bratislava | Brno | Ostrava | Praha
GEMINI Center, Na Pankráci 1683/127, 140 00 Praha 4
T: + 420 224 216 212 F: + 420 224 215 823
<http://www.rowanlegal.com>
