A service-level agreement (SLA) is simply a file relating the level of service expected by a customer from a dealer laying out the metrics by which that examination is calculated, and the remedies or penalty, if any, must agreed-upon levels not be absolute. Typically, SLAs are between companies and external suppliers, but they may also be among two departments within a company. Service Level Agreements (SLAs) are typically used to specify regulations about the utilization of services that are agreed between the providers of the Service-Based Applications (SBAs) and their consumers. An SLA includes a list of conditions that contain the guarantees that must be fulfilled during the provisioning and use of the services. While the abuse of such guarantees may lead to the application of possible penalties, it is important to assure that the SBA behaves as predictable.

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