

What is a Service Level Agreement (SLA)?

- A service-level agreement (SLA) is a contract which establishes a set of deliverables that one party has agreed to provide another.
- This agreement can exist between a business and its customers or one department which delivers a recurring service to another department within that business.

Do you have an SLA between IT/OT?

- Things to consider/do:
 - Create a list of assets to be supported by IT/OT groups
 - Computers
 - Switches
 - Firewalls
 - HMI stations
 - Reports and Data collection
 - Process Controllers
 - Understand the dependencies between assets
 - What happens when a switch fails?
 - What happens if a Process Controller fails?
 - Determine how to back up and restore assets
 - Who is responsible?
 - What is the acceptable response time?
 - Develop a communication plan in case of an emergency

Last, but not least, share this information with everyone involved. Don't forget to post the communication plan for easy access and to train all end-users.

