

Service Level Agreement

Feb-17

KPI's per quarter						
			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Expenditure reporting	Report forecast vs actual expenditure	Quarterly	90% and above	>80% but <90%	80% or less	
Quarterly project progress reports	Provide a report on the status of all activity on a quarterly basis by country. This is to include a summary of the work completed during the past 3 months and the work due to be undertaken during the next quarter.	10 working days after end of the quarter	90% and above	>80% but <90%	80% or less	
Annual Report	Produce Annual Report by country detailing work for the previous 12 months	6 working weeks after each year completes	90% and above	>80% but <90%	80% or less	
Invoice processing	Invoices to be submitted quarterly detailing the actual work completed. Invoices to be submitted on or around the same time as the "Quarterly project progress report"	10 working days after end of the quarter	90% and above	>80% but <90%	80% or less	