

SERVICE LEVEL AGREEMENT

INTERNAL AUDIT AND RISK ADVISORY SERVICES

This Service Level Agreement (hereinafter referred to as the "SLA") is entered into effective as of _____, by and between:

The Service Provider:

Address: _____
Represented by: _____

The Client:

Address: _____
Represented by: _____

1. Purpose & Scope

The purpose of this SLA is to define the delivery standards, performance metrics, and responsibilities for the provision of Internal Audit and Risk Advisory Services. This agreement applies to all services specified in the Statement of Work executed between the parties.

2. Description of Services

The Service Provider shall deliver the following services in accordance with professional standards (including IPPF and IIA standards):

- Risk Assessment and Internal Audit Planning
- Execution of Operational, Financial, and Compliance Audits
- Internal Controls Evaluation (SOX/ICFR compliance, if applicable)
- Risk Management Advisory and Framework Development
- Follow-up on Remediation Action Plans

3. Performance Standards & Service Levels

The Service Provider commits to delivering the services in accordance with the performance targets detailed below:

Service Area	Performance Indicator / Deliverable	Target / SLA Metric
Annual Audit Plan	Draft Audit Risk Assessment and Annual Plan presentation	Within _____ days of engagement commencement
Engagement Planning	Issuance of Terms of Reference (ToR) / Audit Notification to management	At least _____ days prior to fieldwork commencement
Reporting	Issuance of Draft Audit Report following completion of fieldwork	Within _____ business days
Reporting	Issuance of Final Audit Report after receiving Management Responses	Within _____ business days
Communication	Response time to urgent Risk Advisory queries	Within _____ hours

Service Area	Performance Indicator / Deliverable	Target / SLA Metric
Quality Assurance	Client Satisfaction Rating (Post-audit survey)	Minimum score of _____ %

4. Client Roles & Responsibilities

To enable the Service Provider to meet the agreed service levels, the Client agrees to:

- Provide timely and unrestricted access to requested documentation, systems, personnel, and premises.
- Provide management responses to draft audit observations and action plans within _____ business days of report receipt.
- Designate a primary point of contact for coordination and facilitation of audit activities.

5. Reporting & Governance

Progress against this SLA and the annual audit plan will be reviewed periodically as follows:

- **Operational Meetings:** To be held _____ to discuss fieldwork progress and immediate findings.
- **Steering Committee / Audit Committee Updates:** To be held _____ to present completed reports, tracking of open recommendations, and SLA performance metrics.

6. Term & Termination

This SLA is effective from _____ and shall remain in force until _____, unless terminated earlier in accordance with the Master Services Agreement. This SLA may be amended or modified only by mutual written consent of both parties.

IN WITNESS WHEREOF, the parties hereto have executed this Service Level Agreement as of the date first written above.

For the Client:

For the Service Provider:

Name:
Title:
Date:

Name:
Title:
Date: