Customer Service SLA Target Validation Checklist

Use this checklist before launching or updating SLA policies to ensure your targets are realistic, measurable, and achievable.

Customer impact

☐ Have we clearly defined issue priority levels (Critical, High, Medium, Low)?

☐ Are response and resolution targets aligned with the business impact of each issue type?

☐ Do higher-priority issues receive faster service commitments?

☐ Will customers view the proposed targets as reasonable and valuable?

Support capacity

☐ Have we reviewed historical ticket volume trends?

☐ Have we analyzed average response and resolution times?

☐ Can the team realistically meet these targets during peak periods?

☐ Do staffing levels support the proposed SLA commitments?

Coverage and availability

☐ Do SLA targets reflect actual support hours?

☐ Have holidays and non-working days been considered?

☐ Have time-zone differences been accounted for?

☐ Are SLA pause conditions clearly documented?

Dependencies and escalations

☐ Have all internal dependencies been identified (engineering, billing, infrastructure, security, etc.)?

☐ Are Operational Level Agreements (OLAs) in place where necessary?

☐ Are escalation paths clearly documented?

☐ Does every escalation have an assigned owner?

SLA measurement rules

☐ Is it clear when the SLA timer starts?

☐ Is it clear when the SLA timer pauses?

☐ Is it clear when the SLA timer resumes?

☐ Is it clear when the SLA timer stops?

☐ Can compliance be measured consistently across all teams?

Exceptions and exclusions

☐ Have customer-caused delays been defined?

☐ Have third-party vendor delays been documented?

☐ Are force majeure and system-wide outage exceptions specified?

☐ Are excluded scenarios clearly communicated to stakeholders?

Breach response planning

☐ Have we defined what constitutes an SLA breach?

☐ Are internal notification procedures documented?

☐ Are customer communication requirements documented?

☐ Have corrective actions been established?

☐ Have escalation responsibilities been assigned?

Performance monitoring

☐ Have we identified the SLA metrics that will be tracked?

☐ Do we have reporting and dashboard capabilities in place?

☐ Will recurring breaches be analyzed through root-cause reviews?

☐ Have review owners been assigned?

Continuous improvement

☐ Have we defined triggers for reviewing SLA policies?

☐ Will SLAs be reviewed periodically (quarterly, semi-annually, or annually)?

☐ Will major changes in staffing, ticket volume, products, or support channels trigger a review?

☐ Is there a process for adjusting targets when business needs change?

Final approval check

Before implementation, confirm:

☐ SLA targets are realistic.

☐ SLA targets are measurable.

☐ SLA targets are aligned with customer expectations.

☐ SLA targets are supported by operational capacity.

☐ Escalation and breach-response processes are documented.

☐ Performance reporting is available.

☐ Review processes are established.

Decision

☐ Ready for implementation

☐ Requires revision before launch