IdenGov Service Level Agreement (SLA)

Effective Date: January 1, 2025

Parties: Iden Advancement LLC, dba IdenGov ("IdenGov") and [_____] ("Client")

1. Purpose This Service Level Agreement ("SLA") outlines the scope of services, performance metrics, responsibilities, and procedures for the delivery of services by IdenGov to the Client.

2. Scope of Services This SLA applies to the following categories of service offerings:

- IT System Integration & Modernization
- Full IT Project Management Office (PMO)
- Agile and Lean Six Sigma Coaching & Implementation
- AI Systems Overhaul & Automation Integration
- Third-Party Compliance Analysis (FedRAMP, NIST, DFARS)
- Cybersecurity & Data Privacy Services
- Government Relations & Lobbying (IT & Defense Sectors)
- Transparent Invoicing and Service-Level Governance
- Proposal Evaluation Services
- International Market Penetration Kits

Each project will include a tailored Statement of Work (SOW) detailing deliverables, timelines, and specific service levels.

3. Service Delivery Objectives

- **Responsiveness:** IdenGov will acknowledge all support and service inquiries within one (1) business day.
- **Availability:** For cloud-related projects, service components under our control will maintain 99.5% availability, excluding scheduled maintenance.
- **Change Management:** Updates or change requests will be reviewed within three (3) business days and implemented based on project priority.
- **Onboarding:** New clients or project kickoffs will be fully initiated within five (5) business days of contract execution.

4. Reporting and Performance Review

- Monthly progress reports or as agreed upon in the SOW
- Quarterly strategic reviews for multi-phase engagements

- Key Performance Indicators (KPIs) may include:
    - On-time milestone delivery
    - Response/resolution time for project issues
    - Compliance and documentation accuracy

5. Roles and Responsibilities

- **IdenGov Responsibilities:**
    - Provide skilled personnel and maintain quality assurance protocols
    - Proactively communicate delays or risks
    - Ensure all data handling aligns with applicable security frameworks
- **Client Responsibilities:**
    - Provide timely access to systems, stakeholders, and resources
    - Review deliverables and provide feedback within agreed timelines
    - Maintain internal processes necessary for effective collaboration

6. Issue Resolution and Escalation

- All service issues must be submitted via email to Support@idengov.com
- IdenGov will respond to critical issues within four (4) business hours.
- If unresolved within 72 hours, the issue will be escalated to a senior executive.

7. Review and Amendments This SLA will be reviewed annually or upon significant scope changes. Amendments must be approved in writing by both parties.

8. Term and Termination This SLA is effective for the duration of the corresponding Master Services Agreement or project SOW.

Signatures:

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Laura Baga, Chief Executive Officer

IdenGov (Iden Advancement LLC, dba IdenGov)

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[Client Representative Name], [Title]

[Client Organization]