

**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SJ/T 11691-2017

**Information technology service. The guide of service level
agreement**

信息技术服务 服务级别协议指南

(English Translation)

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What this standard covers

This standard specifies the information technology service level agreement framework, which contains SLA elements applicable to various information technology services, and proposes a management process, application examples and reference indicator libraries for service level agreements. This standard is applicable to the separation of samples for the detection of restricted substances in electrical and electronic products.

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