

**Service Level Agreement (SLA)**  
**For Saint John Board of Police Commissioners**  
**by**  
**City of Saint John**

**Effective Date: 12-06-2020**

<b>Document Owner:</b>	City of Saint John
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**Version**

Version	Date	Description	Author
1.0	12-06-2020	Service Level Agreement	Craig Lavigne

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date
Saint John Board of Police Commissioners	Customer		
City of Saint John	Service Provider		

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the City of Saint John (COSJ) and Saint John Board of Police Commissioners (SJPF) for the provisioning of services required to support and assist in managing the financial operations of the Saint John Board of Police Commissioners.

This Agreement remains valid until superceded by a revised agreement mutually endorsed by the stakeholders.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent support, management and delivery of service for the Saint John Board of Police Commissioners by the City of Saint John.

The **goal** of this Agreement is to obtain mutual agreement for management services between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the Saint John Board of Police Commissioners.
- Match perceptions of expected service provision with actual service support & delivery.
- Specify provisions for service fees and cost recovery for services provided by the City of Saint John where necessary.

## 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**Financial Services Provider:** City of Saint John (“Provider”)

**Financial Services Recipient:** Saint John Board of Police Commissioners (“Customer”)

The responsibilities of the primary stakeholders, inclusive of the Service Provider and the Customer are outlined in Section 5 of this Agreement, titled Service Agreement.

## 4. Periodic Review, Amendments and Resolutions of Issues

### 4.1. Agreement Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** City of Saint John

**Review Period:** TBD

**Previous Review Date:** N/A

**Next Review Date:** TBD

### 4.2. Agreement Amendments

Either party may request changes to this agreement inclusive of Appendices or tables at any time. Amendments will be made by mutual consent of the Service Provider and the Saint John Board of Police Commissioners. Amendments will form part of the Agreement.

### 4.3. Issues Resolutions

Significant variance from the established guidelines by “COSJ” or “SJPF” will be noted and forwarded to the other party, as they occur, so that immediate resolution may be initiated. In working in a collaborative way to carry out the responsibilities for the primary stakeholders of this Agreement, respectful and good communication will be key in the understanding needs, priorities, and resource requirements involved in addressing issues.

The following escalation process will be followed:

1. Discussion at the management level for both the “COSJ” and “SJPF” to resolve the issues considering priorities, resource availability and cost.
2. Formal documentation of the issue with solutions presented from both “COSJ” and “SJPF”
  - a. Management team members from the City’s Finance Team and the Saint John Police Force will identify areas of agreement and outstanding issues.
  - b. Senior Management members from the City and the Saint John Police Force will evaluate and seek technical support from management team members representing the primary stakeholders to make a decision. These members include the Deputy City Manager of the City of Saint John and the Police Chief or their respective designates as appointed.
  - c. Signoff of the solution by the City Manager and the Police Chief.

## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 5.1. Service Scope

The following Services are covered by this Agreement;

- Financial Services and Support
- Financial Consultation and Analysis
- Compliance with regulations

### 5.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- All purchasing decision are at the direction of the “customer”
- Accurate financial reporting must have input and support of the “customer”
- Annual operating and capital budgets must have input and direction of the “customer”
- Financial policies of the City of Saint John to be adopted by the “customer”

### 5.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Weekly Payroll Processing
- Accounts Payables Processing
- Accounts Receivable – Billings and Collection
- Purchasing and Procurement services
- Assist in providing monthly financial results/forecasting with input from the “customer”
- Assist in prepare annual operating and capital budgets with direction from the “customer”
- Providing assistance with various ad hoc financial reporting as requested
- Assist in preparing 5 Year Operating and Capital Budgets and Long Term Financial Plan

- Accounting Specialist will report to Senior Finance Manager, City of Saint John
- Representative from City of Saint John to attend board meetings – (11 board meetings and at addition requests from “customer”)
- Representative from City of Saint John to attend Senior Leadership meetings at the request of the “customer”

#### 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

#### 5.5. Exemptions and Limitations

This SLA is subject to the following exceptions and special conditions:

- “service provider” is **not responsible for financial decisions** made by the “customer”
- The financial results of the Saint John Board of Police Commissioners are the sole responsibility of the “customer”

#### 5.6. Financial Agreement

It is agreed that the “COSJ” will provide these services to the “SJPF” at no additional charge. The value of this service has been built in the \$1.3M reduction of the “SJPF’s” 2021 Operating Budget.