

# Internal Customer Pair Worksheet

Name of Internal Customer: .....

Name of Internal Supplier: .....

## Level of Delegated Authority

List of delegated decisions this ICP is authorized to make:

- 1. ....
- 2. ....
- 3. ....
- 4. ....

## Service Level Agreement (SLA)

What we agree to do in order to deliver on delegated authority.

Internal Supplier agrees to provide Internal Customer with the following items:

Item	Description	Documents/Reports
<i>Example: 5 fully-qualified sales per week.</i>	<i>Fully-qualified sale is defined as a sale with 1) a purchase order received and 2) a clearly written Statement of Work that is ready for Operations to deliver upon.</i>	<i>- Statement of Work document sent to and approved by Operations. - All qualified sales reported in weekly sales report.</i>
<b>1</b>		
<b>2</b>		
<b>3</b>		

**Internal Customer** agrees to provide **Internal Supplier** with the following items:

Item	Description	Documents/Reports
1		
2		
3		

**Communication Protocols**

*How we agree to communicate with each other to deliver on SLA.*

**When/how often we will meet:** .....

**What data we will bring:** .....

**Who needs to know outcomes:** .....

**How outcomes will be communicated:** .....