

## إعدادات اتفاقيات مستويات الخدمة والمستوى التشغيلي

### (SLAs & OLAs) لأداء قواعد البيانات

← Edit SLA - DB-IT-SLA

**SLA details**

• SLA Name

Description

**Associated Templates (8)** [+ Associate](#)

**Create new Database**  
R) Database Admin

**Grant access on Database** Default  
R) Database Admin

**Revoke access from database**  
R) Database Admin

[View More](#)

**i** No business rules associated with this SLA. [Associate Now](#)

**SLA Rules**

When a new Service Request arrives :

Service Requests should be responded within :  Days  Hours  Minutes

Service Requests should be fulfilled within :  Days  Hours  Minutes

Should be fulfilled/responded irrespective of operational hours.  
 Should be fulfilled/responded irrespective of Holidays.  
 Should be fulfilled/responded irrespective of Weekends.

[Save](#) [Cancel](#)