

Underpinning agreement

Term	Underpinning agreement
Abbreviation	UA
Definition	<p>Documented agreement between a service provider and an external supplier that specifies the underpinning service(s) or service component(s) to be provided by the supplier, together with the related service targets</p> <p>Note 1: A UA can be seen as a service level agreement (SLA) with an external supplier where the service provider is in the customer role.</p> <p>Note 2: A UA may also be referred to as an underpinning contract (UC).</p>
Source	FitSM-0
Owner	
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