

## Job Aid 3 - MOU/SLA

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### Agreements between Agencies

As government agencies increase their use of shared services Certifying Officers should be aware of the various types of agreements between agencies.

#### Memorandum of Understanding / Memorandum of Action

- A MOU or a MOA may be used whenever there is agreement to exchange information or coordinate programs.
- Each party is responsible for contributing its own efforts and resources (sometimes characterized as “in-kind-contributions”) and neither party exchanges funds, personnel, property, services, or any kind of financial commitment or obligation.
- A MOU is the more formal of the two
  - » It is used to discuss an agreement in a broad spectrum outlining the overall goal so it is clear,
- A MOA identifies and appoints responsibility to the certain parties involved in a detailed manner to alleviate any ambiguity of who is to do what.

#### Interagency Agreement (IAA)

An IAA is used to document reimbursable agreements; when one Federal agency pays another Federal agency. OMB, the Office of Federal Financial Management and the Department of the Treasury, Bureau of the Fiscal Service have worked together to develop a standard IAA form.

It is composed of two parts.

- The **General Terms and Conditions Section** is the partnership document of the recommended standard IAA that sets the relationship between the parties, and is similar in substance to a MOU or MOA.
- The **Order Section** contains specific information about the product(s)/service(s) being purchased based on a bona fide need, the buyer’s funding information, advance accounting methodology, shipping information, and points of contact for the buyer and seller.

<b>Action</b>	<b>MOU</b>	<b>MOA</b>	<b>IAA</b>
Establish a Non-Financial Relationship	<b>X</b>	<b>X</b>	<b>X</b>
Order a service	-	-	<b>X</b>
Terms and conditions	-	-	<b>X</b>
Requirements and Funding Information	-	-	<b>X</b>

### **Service Level Agreement**

The SLA defines the performance measures the provider agrees to provide. Service levels are derived from Customer/Partner Agency requirements and need to match the service provider’s capabilities. The SLA is part of an overall service management approach and serves as a consistent interface to the business for all service and performance related issues.

The SLA is typically incorporated by reference in the IAA. This helps to ensure that the service levels defined are part of the business arrangement between the shared service provider and customers.