

## Example of a Basic SLA --- E-mail/letter of Understanding

**To:** Sue@BigFatCompany.com  
**Cc:** Talent Acquisition Manager, HRBP  
**Subject:** Our recruiting project: (Job Title)  
**Date:** 2/7/18

I enjoyed our conversation today regarding our need to replace the position of [JOB] in your department. I would like to summarize our conversation, and to confirm my understanding of the position as well as each of our roles and responsibilities in accomplishing our shared project of filling this role with the best candidate as fast as possible.

- Position summary: I listened very carefully to your description of the role of [JOB] today. I have taken my notes from the conversation and have created a draft position profile which I have **attached**. Please review the draft and provide whatever comments and feedback you feel necessary. In order for us to move ahead with our plans to fill this position, as agreed, please respond back with your approval or comments via email by Wednesday, February 9, 2018. [SPEC]
- I have opened the requisition, and am in the process now of gathering the necessary approvals.
- The position will be posted on the internal and external websites pending the approvals.
- Interviewing: As discussed, we agree that the interview team for this position will include the following participants: [SELECTION TEAM]
  - Myself (pre-screen/cultural fit)
  - You (technical skills/department fit)
  - (Your direct report) (functional skills/background)
  - (Your direct report) (organizational skills/leadership)
- You will notify each of the interview participants about our agreed interview process, provide them with an overview of the position verbally. I will follow up with each participant with the finalized position profile via email, along with the customized interview guides. You will let the participants know that at 5:00PM after each interview day is complete, we will all meet (either in person or via conference call), to do our roundtable feedback exercise. You and I both agree to have a yes or no decision on each candidate at the completion of each day of interviews. [INSTRUCTIONS TO TEAM]
- Sourcing: You and I have discussed the sourcing plan and timetable. I have attached that sourcing plan (including the target list of companies we discussed) for your review. Please review it and respond back to me with any questions or feedback. In order for us to move ahead with our plans to fill this position, as agreed, please respond with your approval or comments via email by Wednesday, February 9, 2011. [SOURCING]
- Time to hire goal. Based on our discussions, we both agree that this position can be filled no later than April 1, 2018. We both agree to make this search a priority. You have agreed to respond with feedback from candidate resumes that I submit within 24 hours, and to make the interviewing process a priority. You have indicated that you are able to interview candidate on Tuesday, Wednesday, and Fridays, and will attempt to keep your calendar open for interviews from 1PM-6PM on those days. [TIMELINE]
- Administrative support: You have agreed that John, your assistant will provide administrative support in the following areas: He will be my contact for scheduling interviews for you and the team. He will also work with me on helping to coordinate candidate travel. [ADMINISTRATION]