

Dental IT SLA Scorecard

Score the support agreement that protects your patient day.

Score each statement:

2 = Yes

1 = Partial

0 = No

Use the written agreement and actual operating evidence—not the sales presentation.

Access and coverage

01	Calls reach a live person instead of an automated phone-tree maze.	YES ☐	PART ☐	NO ☐
02	Regular support hours are written clearly in the agreement.	YES ☐	PART ☐	NO ☐
03	The after-hours and Sunday emergency path names who receives the call.	YES ☐	PART ☐	NO ☐
04	Phone, email, portal and monitoring alerts have defined intake rules.	YES ☐	PART ☐	NO ☐
05	The agreement distinguishes 24/7 monitoring from 24/7 human response.	YES ☐	PART ☐	NO ☐

Priority, response and escalation

06	P1 through P4 priorities are based on patient and production impact.	YES ☐	PART ☐	NO ☐
07	Each priority has a measurable remote-response target.	YES ☐	PART ☐	NO ☐
08	The agreement defines when technical triage begins—not just acknowledgment.	YES ☐	PART ☐	NO ☐
09	An unresolved emergency has a time-bound Level 3 escalation path.	YES ☐	PART ☐	NO ☐
10	Emergency and non-emergency onsite targets are documented separately.	YES ☐	PART ☐	NO ☐

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Finish scoring the agreement using written evidence and actual service performance.

Dental workflow capability

	YES	PART	NO
11 Support understands the PMS, imaging, sensors, CBCT and operatory workflow.	☐	☐	☐
12 One provider owns coordination with software, imaging, ISP and equipment vendors.	☐	☐	☐
13 The technician records affected rooms, patients and available workarounds.	☐	☐	☐
14 The practice receives scheduled updates during a critical incident.	☐	☐	☐
15 Restoration is verified in the complete dental workflow before closure.	☐	☐	☐

Accountability and resilience

	YES	PART	NO
16 Ticket reports show response, engagement, workaround and restoration times.	☐	☐	☐
17 Repeat incidents are reviewed for root cause and permanent correction.	☐	☐	☐
18 Backups are monitored and periodically test-restored.	☐	☐	☐
19 Security incidents have a separate escalation and communication playbook.	☐	☐	☐
20 The agreement defines responsibilities, exclusions, review cadence and offboarding.	☐	☐	☐

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Total the score, compare the benchmarks and document the next action.

LEGEND SERVICE BENCHMARKS FOR COMPARISON

Remote response	Emergency onsite	Non-emergency onsite
30–60 minutes	1–4 hours	24–48 hours

Targets are governed by the signed agreement, geography, access, vendor availability and incident conditions.

Your result

TOTAL SCORE

- 34–40 Strong, measurable coverage
- 26–33 Tighten missing language
- 18–25 Material operating gaps
- 0–17 Practice is exposed

A high score does not replace legal review, a HIPAA risk analysis or verification of actual service performance.

Top three corrections to make

1

2

3

Review your score with a dental IT specialist: legendnt.com/assessment | 800-794-1588