

Information Technology Service Level Agreement (SLA)

1. Introduction

This Service Level Agreement (SLA) outlines the terms and conditions between the IT Department and the Client regarding the provision of information technology services.

2. Parties

Service Provider: IT Department

Client: [Client Name]

3. Scope of Services

- Network management
- Software and hardware support
- Data backup and recovery
- Helpdesk services

4. Service Availability

Services will be available from **Monday to Friday, 8:00 AM to 6:00 PM**, excluding public holidays.

5. Response and Resolution Times

Priority Level	Response Time	Resolution Time
Critical	1 hour	4 hours
High	2 hours	8 hours
Medium	4 hours	24 hours
Low	8 hours	3 business days

6. Client Responsibilities

- Report issues promptly to the IT Helpdesk.
- Provide accurate information for troubleshooting.
- Ensure equipment is used according to policy.

7. Performance Measurement

Service performance will be monitored on a monthly basis and reviewed quarterly with the Client.

8. Reporting Issues

To report an issue, please fill out the following form:

Name:

Email:

Issue Description:

Submit

9. Agreement Duration and Review

This SLA is valid for one year from the date of signing and will be reviewed annually.

10. Signatures

Service Provider Representative: _____ Date: _____

Client Representative: _____ Date: _____