

# 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:

**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: \_\_\_\_\_