

Application Support SLA Template for IT Teams

1. Purpose

This Service Level Agreement (SLA) defines the levels of service expected from the IT Application Support team in relation to incident management, service requests, and system maintenance.

2. Scope

This SLA covers support for the following applications:

- Application 1
- Application 2
- Application 3

3. Service Hours

Service	Hours
Standard Support	Monday - Friday, 8:00 AM – 6:00 PM
Emergency Support	24/7

4. Incident Response and Resolution Times

Priority	Definition	Initial Response	Target Resolution
Critical	Production down, critical function unavailable	1 hour	4 hours
High	Significant impact, workaround not available	2 hours	8 hours
Medium	Minor impact, workaround available	4 hours	2 business days
Low	No immediate impact	8 hours	5 business days

5. Support Channels

- Email: support@example.com
- Service Desk Portal: <https://support.example.com>
- Phone: +1-800-000-0000

6. Responsibilities

- **IT Support Team:** Timely response to incidents, status updates, resolution of issues, and scheduled maintenance.
- **Users:** Provide all required information, timely reporting of incidents.

7. Exclusions

- Support for applications not listed in Scope.
- Issues due to user error or third-party changes.
- Changes requested outside agreed maintenance windows.

8. Review and Change

This SLA will be reviewed annually or upon significant change to the supported applications or business requirements.

Document Version: 1.0 | Effective Date: [YYYY-MM-DD]