

Incident Response Time SLA Template

IT Services

1. Document Purpose

This Service Level Agreement (SLA) outlines the incident response time commitments between the IT Services provider and the client. It defines incident priorities, response time targets, and escalation processes.

2. Incident Classification

Priority	Description	Examples
Priority 1 (Critical)	System/service outage or significant impact affecting majority of users or business operations.	Production server down, major network failure
Priority 2 (High)	Major functionality impacted, limited workaround, affects multiple users.	Email delays, partial loss of application functionality
Priority 3 (Medium)	Non-critical issues, workarounds available, minor impact and limited scope.	Individual workstation issues, minor bugs
Priority 4 (Low)	Minimal business impact, general queries, and requests for information.	General advice, cosmetic issues

3. Target Response Times

Priority	Target Initial Response Time	Target Resolution Time
Priority 1	15 minutes	4 hours
Priority 2	1 hour	8 hours
Priority 3	4 hours	2 business days
Priority 4	1 business day	5 business days

4. Scope of Services

- 24/7 incident logging via designated channels (email, portal, phone)
- Incident prioritization as per agreed matrix
- Monitoring and escalation procedures
- Regular incident status updates

5. Escalation Process

1. If target response/resolution times are not met, the incident is escalated to the next support level or management.
2. Status updates and new timelines are communicated to stakeholders during escalation.
3. Continuous review of incident to ensure timely closure.

6. Exclusions

The following are not covered under this SLA:

- Incidents caused by third-party services not managed by IT Services
- Planned maintenance and scheduled downtime
- Force majeure events (natural disasters, etc.)

7. Review and Agreement

This SLA is reviewed annually or upon mutual agreement. Any changes will be communicated and agreed upon in writing by both parties.

Acceptance

Client Representative: _____

Date: _____

IT Services Representative: _____

Date: _____