

IT Helpdesk Support Service Level Agreement (SLA)

Document Version: 1.0
Date: [Insert Date Here]
Prepared by: [Department/Contact Name]

1. Purpose

This Service Level Agreement (SLA) defines the levels of support and service provided by the IT Helpdesk to its users.

2. Scope

- User technical support
- Incident management
- Service request fulfillment
- Application and hardware support

3. Support Hours

Day	Support Hours
Monday - Friday	08:00 AM – 06:00 PM
Saturday - Sunday	Emergency support only

4. Contact Methods

- Email: support@[yourcompany].com
- Phone: [Helpdesk Number]
- IT Helpdesk Portal: [Portal Link]

5. Incident Classification & Response Times

Priority	Description	Response Time	Resolution Time
Critical	System/service outage, large user impact	Within 30 minutes	Within 4 hours
High	Major functionality affected, workaround unavailable	Within 1 hour	Within 8 hours
Medium	Non-critical issues, workaround available	Within 4 hours	Within 2 business days
Low	General inquiries, requests, or minor issues	Within 1 business day	Within 5 business days

6. Exclusions

- Support for personal devices
- Third-party software not managed by IT
- Requests outside support hours (unless critical)

7. Review and Updates

This SLA will be reviewed annually or as required based on business needs and feedback.

8. Approval

IT Manager: _____

Date: _____

Department Head: _____

Date: _____