

IT Maintenance Services

Service Level Agreement (SLA) Sample

Date: _____

This Service Level Agreement (SLA) documents the agreement between **[Client Name]** and **[Service Provider Name]** for IT Maintenance Services.

1. Scope of Services

The Service Provider will deliver the following IT maintenance services:

- Preventive hardware and software maintenance
- Corrective maintenance in response to incidents
- System performance monitoring
- Security updates and patch management
- Technical support (remote and on-site)

2. Service Hours

Services will be provided during the following hours:

- **Business Hours:** Monday to Friday, 9:00 AM – 6:00 PM
- **After-hours Support:** On-call (with response times as detailed below)

3. Response and Resolution Times

Priority	Description	Response Time	Resolution Time
High	Critical system outage, major disruption	1 hour	4 hours
Medium	Non-critical but impacts business	4 hours	1 business day
Low	Minor/miscellaneous requests	1 business day	3 business days

4. Client Responsibilities

- Provide access to systems and infrastructure as needed
- Report issues promptly and with sufficient detail
- Follow standard operating procedures for issue reporting

5. Service Provider Responsibilities

- Deliver services as per scope and agreed schedule
- Log and track all incidents and service requests
- Maintain confidentiality of client data and systems

6. Reporting

Monthly service reports will be provided summarizing maintenance activities, incident tickets, and resolution metrics.

7. SLA Review & Amendments

This SLA will be reviewed on an annual basis or upon request by either party.

8. Signatures

Client Representative

Name: _____

Date: _____

Service Provider Representative

Name: _____

Date: _____