

# IT Managed Services Performance SLA Sample

## 1. Introduction

This Service Level Agreement ("SLA") defines the services, performance metrics, and responsibilities between the IT Managed Services Provider ("Provider") and the Client. The objective is to ensure services are delivered reliably and efficiently.

## 2. Services Covered

- IT Helpdesk Support
- Network Monitoring & Maintenance
- Server Management
- Patch Management
- Backup & Restore Operations
- Security Monitoring

## 3. Performance Metrics

Service Metric	Target	Measurement Method
System Uptime	99.9% per month	Monitoring logs/reports
Incident Response Time (Critical)	<30 minutes	Ticketing system
Incident Resolution Time (Critical)	<4 hours	Ticketing system
Backup Success Rate	100% daily	Backup reports
Patch Deployment	>95% within 48 hours of release	Patch management system

## 4. Support Hours

- Standard Support:** Monday - Friday, 8:00AM – 6:00PM
- Emergency Support:** 24/7 for critical issues

## 5. Exclusions

- Force majeure events (natural disasters, etc.)
- Outages caused by Client's unauthorized changes
- Issues outside management scope

## 6. Review and Reporting

- Monthly performance reports provided to the Client
- Quarterly SLA review meetings

## 7. Agreement Acknowledgement

By signing below, both parties agree to the terms and conditions outlined in this SLA.

<b>Provider</b>	<b>Client</b>
Date: _____	Date: _____