Managed IT Services Performance Metrics Agreement

This Agreement is entered into between **[Client Name]** ("Client") and **[Service Provider Name]** ("Service Provider") as of **[Effective Date]**.

1. Objectives

The purpose of this Agreement is to define the key performance metrics for IT managed services to ensure optimal service quality and accountability.

2. Performance Metrics

Metric	Description	Target
System Availability	Percentage uptime for all critical systems during business hours.	99.5% per month
Incident Response Time	Elapsed time from ticket submission to initial response.	< 30 minutes
Incident Resolution Time	Time taken to resolve incidents reported by Client.	< 4 hours (regular); < 1 hour (critical)
Backup Success Rate	Percentage of successful scheduled backups.	100% per month
Patch Management	Time taken to apply critical security patches.	< 48 hours after release

3. Reporting

The Service Provider shall deliver performance reports to the Client on a monthly basis, containing:

- Details of all incidents, response, and resolution times
- System availability statistics
- Backup and patch management summaries
- Any deviations from performance targets

4. Review & Remediation

1. Performance reviews will be conducted quarterly.
2. If targets are not met, a remediation plan must be provided within 10 business days.
3. Repeated non-compliance may trigger service credits or contract termination.

5. Agreement Term

This Agreement will be effective as of the date above and continue for an initial term of **[One Year]**, unless terminated earlier in accordance with the terms herein.

Service Provider Representative:

Name: _____

Title: _____

Date: _____

Client Representative:

Name: _____

Title: _____

Date: _____