

# Incident Response SLA Template

## IT Support

### 1. Purpose

This Service Level Agreement (SLA) outlines the guidelines and timeframes for responding to, acknowledging, and resolving IT incidents reported by users.

### 2. Scope

This SLA applies to all IT incidents reported to the IT Support team, including but not limited to hardware, software, infrastructure, and network issues.

### 3. Incident Severity Levels & Response Targets

Priority	Description	Response Time	Resolution Time
P1 - Critical	Business-critical service is completely unavailable	Within 15 minutes	Within 4 hours
P2 - High	Major feature unavailable, no workaround	Within 30 minutes	Within 8 hours
P3 - Medium	Issue affects non-critical operations with available workaround	Within 2 hours	Within 24 hours
P4 - Low	Minor impact, standard support request or inquiry	Within 4 hours	Within 3 business days

### 4. Responsibilities

#### IT Support Team

- Monitor and triage incident reports
- Classify incidents by priority
- Communicate status updates to users
- Escalate issues as necessary

#### Users

- Report incidents with clear description and urgency
- Provide additional information if requested
- Test and confirm resolutions as needed

### 5. Exclusions

- Incidents caused by factors outside the organization's control
- Scheduled maintenance or upgrades
- Issues reported outside of business hours (unless 24/7 support is specified)

### 6. Review

This SLA will be reviewed annually or as required and revised to reflect changes in IT support practices or business requirements.

### 7. Agreement

Date: \_\_\_\_\_

IT Support Manager: \_\_\_\_\_

Client/Business Representative: \_\_\_\_\_