

Service Request Fulfillment SLA Template

1. Overview

This Service Level Agreement (SLA) defines the service request fulfillment process, key metrics, and commitments between Service Provider and Customer.

2. Objectives

- Define service request types covered by this SLA.
- Establish fulfillment targets and metrics.
- Describe escalation and reporting procedures.

3. Scope

The SLA applies to all service requests submitted via the approved support channels as described below, excluding incidents and major problems.

4. Service Request Types

Type	Description	Example
Access Request	Request for access to an application or resource	Request new software login
Information Request	Request for information or advice	How-to guides
Standard Change	Low-risk, pre-approved change	Password reset

5. Service Targets

Priority	Initial Response Time	Resolution Time
High	2 business hours	1 business day
Medium	4 business hours	2 business days
Low	8 business hours	5 business days

6. Roles & Responsibilities

- **Service Provider:** Process and resolve requests according to the agreed SLA.
- **Customer:** Provide sufficient information and respond to clarification requests promptly.

7. Escalation & Reporting

- Unresolved requests will be escalated as per the escalation matrix.
- SLA performance will be reviewed monthly.

8. Review & Amendment

This SLA is reviewed annually or upon significant business changes.