

IT Application Support SLA Agreement

Between: Company Name ("Client")

And: IT Support Provider ("Provider")

Date: _____

1. Purpose

This Service Level Agreement (SLA) outlines the IT Application Support services provided and the expected levels of service between the Client and Provider.

2. Scope of Services

- Incident management and support for specified business applications
- User access management
- Routine maintenance and updates
- Issue tracking and reporting
- Support hours and contact methods

3. Service Availability

- **Support Hours:** Monday to Friday, 9:00 AM – 6:00 PM
- **After-Hours Support:** Critical issues only, via emergency contact

4. Incident Response Times

Priority	Definition	Initial Response Time	Resolution Target
Critical	System down or major business impact	1 hour	4 hours
High	Major functionality affected, no workaround	2 hours	8 hours
Medium	Minor functionality affected, workaround exists	4 hours	2 business days
Low	Minor issues, no business impact	8 hours	5 business days

5. Roles and Responsibilities

- **Provider:** Deliver support as detailed, maintain communication, document resolutions.
- **Client:** Provide required access, describe issues clearly, escalate according to process.

6. Monitoring & Reporting

- Monthly incident and performance reports
- Regular service review meetings (quarterly)

7. Review and Termination

- This SLA will be reviewed annually or upon mutual agreement.
- Either party may terminate the agreement with 30 days written notice.

Signatures

Client Representative: _____ **Date:** _____

Provider Representative: _____ **Date:** _____