

IT Asset Management SLA Document

1. Document Overview

This Service Level Agreement (SLA) outlines the responsibilities, scope, and service levels for IT Asset Management. It serves as an agreement between IT Services and business units regarding asset management deliverables.

2. Scope

- Hardware assets (laptops, desktops, servers, network devices, etc.)
- Software licenses
- Peripheral devices

3. Service Objectives

- Asset tracking and lifecycle management
- License compliance and renewal notifications
- Asset deployment and decommissioning
- Support for asset audits and reporting

4. Roles and Responsibilities

Role	Responsibility
IT Asset Manager	Maintain asset inventory, ensure data accuracy, and oversee procurement and disposal processes.
Business Units	Request new assets, report changes or disposals, and participate in periodic audits.
IT Support	Deploy, retrieve, and provide technical support for assets.

5. Service Level Targets

Service	Target
New Asset Provisioning	Within 5 business days of approved request
Asset Updates in Inventory	Within 2 business days of asset change
License Renewal Notification	60 days before expiration
Asset Disposal	Within 10 business days of approval

6. Reporting and Review

- Quarterly asset inventory reports to stakeholders
- Annual SLA review and updates as needed

7. Contact Information

For escalation or support, please contact:
IT Asset Management Team
Email: itassets@example.com

Extension: 1234

8. Approvals

Name	Title	Date	Signature