

IT Problem Management SLA Agreement

Agreement Date: _____

Between: _____ (Service Provider)

And: _____ (Customer)

1. Purpose

This Service Level Agreement (SLA) defines the service standards for IT Problem Management provided by the Service Provider to the Customer.

2. Scope of Services

- Problem identification, logging, and categorization.
- Root cause analysis and workaround or resolution recommendation.
- Coordination with relevant teams for resolution.
- Communication with stakeholders regarding problem status and resolution.

3. Roles & Responsibilities

- **Service Provider:** Manage reported problems as per agreed process and timelines.
- **Customer:** Report problems with accurate and sufficient information.

4. Service Levels & Targets

Priority	Response Time	Resolution Target	Examples
Critical	1 hour	4 hours	Total service outage, impacting business operations
High	2 hours	8 hours	Major functionality unavailable
Medium	4 hours	3 business days	Minor functionality issues, workarounds available
Low	8 hours	5 business days	Non-critical, cosmetic issues

5. Reporting & Review

- Monthly SLA performance reports delivered to Customer.
- Quarterly review meetings to discuss trends and improvements.

6. Exclusions

- Problems caused by third-party systems not under Service Provider's control.
- Problems resulting from Customer's non-compliance with agreed procedures.

7. Agreement Period

This SLA is valid from: _____ to _____.

Service Provider Representative

Date

Customer Representative

Date