

IT Service Desk SLA Outline

1. Introduction

This Service Level Agreement (SLA) defines the levels of service expected from the IT Service Desk and outlines metrics and responsibilities.

2. Purpose

To ensure clear understanding of service standards and responsibilities between IT and users.

3. Scope of Services

- Incident Management
- Service Request Fulfillment
- User Access Management
- Basic Troubleshooting
- Escalation Procedures

4. Service Hours

- Monday to Friday: 8:00 AM – 6:00 PM
- Excludes weekends and public holidays

5. Support Channels

- Email
- Phone
- Web Portal

6. Service Level Targets

Priority	Response Time	Resolution Time	Description
Critical	15 minutes	2 hours	Business-critical impact
High	30 minutes	4 hours	Major functionality impacted
Medium	1 hour	8 hours	Workaround available
Low	4 hours	3 business days	Minimal impact

7. Responsibilities

IT Service Desk

- Log and categorize tickets
- Provide timely support
- Escalate unresolved issues
- Keep users informed

Users

- Provide accurate incident details
- Follow IT usage guidelines
- Cooperate in troubleshooting

8. Review and Reporting

1. Monthly review of service metrics
2. Regular update of SLA terms as needed

3. Feedback mechanism for improvement

9. Contact Information

- IT Service Desk Email: servicedesk@example.com
- Phone: +1 (555) 123-4567