

# 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