

Service Request Fulfillment SLA Template

OVERVIEW

This Service Request Fulfillment Service Level Agreement (SLA) defines the service standards and target response and resolution times for standard IT service requests. The purpose of this document is to ensure clear expectations and accountability across IT teams and users.

SCOPE

- Applies to standard, pre-approved IT service requests (e.g., access requests, password resets, equipment provisioning).
- Applies during business hours (Monday–Friday, 8:00am–6:00pm).
- Requests outside of support hours are processed next business day.

SERVICE REQUEST PRIORITIES & TARGETS

Priority	Examples	Response Time Target	Resolution Time Target
Urgent	Critical business impact, VIP access	1 hour	4 hours
High	Access for new employee	2 hours	8 hours
Normal	Password reset, software install	4 hours	2 business days
Low	Non-urgent request, information inquiry	Same day	3 business days

RESPONSIBILITIES

IT Service Desk

- Acknowledge requests within target response times.
- Assign and process requests based on priority.
- Communicate status updates to users.
- Close requests upon confirmation of completion.

Requestor

- Submit requests with accurate, complete information.
- Confirm request fulfillment and provide feedback if required.

KEY PERFORMANCE INDICATORS

- % of requests acknowledged within target response time
- % of requests resolved within agreed resolution time
- Customer satisfaction rating

REVIEW & AMENDMENTS

This SLA is reviewed annually or as required. Changes will be communicated to all stakeholders.