

Service Level Agreement (SLA) for IT Support

Date: [Insert Date]

From: [Your Company Name]

To: [Client Name]

Subject: Service Level Agreement for IT Support Services

1. Introduction

This Service Level Agreement (SLA) outlines the IT support services provided by [Your Company Name] to [Client Name].

2. Scope of Services

The services included in this SLA are:

- Help Desk Support
- Network Maintenance
- Hardware/Software Installation
- Incident Management

3. Service Level Objectives

The following performance metrics will be applied:

- Response Time: [Specify time]
- Resolution Time: [Specify time]
- Availability: [Specify percentage]

4. Responsibilities

[Your Company Name] shall be responsible for:

- Providing timely IT support.
- Maintaining documentation.
- Regularly reviewing SLA performance.

5. Terms and Conditions

This SLA will be reviewed annually and can be amended by mutual agreement.

6. Acceptance

By signing below, both parties agree to the terms outlined in this SLA.

Client Signature: _____ **Date:** _____

Service Provider Signature: _____ **Date:** _____