

# Service Level Agreement

**Subject:** IT Helpdesk Service Level Agreement for Critical Incident Response

Date: [Insert Date]

To: [Recipient's Name]  
[Recipient's Title]  
[Company/Organization Name]  
[Recipient's Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

We are pleased to provide you with our IT Helpdesk Service Level Agreement (SLA) specifically for critical incident response. This document outlines our commitment to ensure prompt support and resolution for critical IT incidents that affect your operations.

## 1. Objectives

The primary objectives of this SLA include:

- Ensuring timely response to critical incidents.
- Minimizing downtime and impact on business operations.
- Providing clear communication throughout the incident resolution process.

## 2. Definition of Critical Incidents

Critical incidents are defined as issues that result in significant disruption to operations or significant risk to the organization. Examples include:

- System outages
- Data breaches
- Severe performance degradation

## 3. Response and Resolution Time

Our commitment is as follows:

- **Response Time:** Within 1 hour of incident report.
- **Resolution Time:** Within 4 hours for critical incidents.

## 4. Communication Protocol

Regular updates will be communicated every hour until resolution. We will engage relevant stakeholders as necessary.

## **5. Reporting and Review**

A review of critical incidents will be conducted bi-weekly to identify trends and areas for improvement.

Thank you for your collaboration. We are committed to providing the highest standards of service to ensure your operations are supported effectively.

Sincerely,

[Your Name]

[Your Title]

[Company/Organization Name]

[Contact Information]