

IT Helpdesk Service Level Agreement

Agreement Date: [Insert Date]

Between: [Company Name] and [IT Helpdesk Service Provider]

1. Purpose

The purpose of this Service Level Agreement (SLA) is to outline the requirements for hardware maintenance support provided by the IT Helpdesk.

2. Scope of Services

- Regular hardware maintenance checks.
- Responding to hardware-related incidents and requests.
- Provision of replacement equipment as necessary.

3. Service Levels

Response times for hardware maintenance requests are as follows:

- Critical Issues: **1 hour**
- High Priority: **4 hours**
- Medium Priority: **1 business day**
- Low Priority: **3 business days**

4. Responsibilities

The IT Helpdesk Provider: Shall ensure timely responses and resolution of hardware issues.

[Company Name]: Shall report any hardware issues promptly and provide access to equipment as needed.

5. Review and Amendments

This SLA will be reviewed on an annual basis and can be amended with mutual consent.

6. Acceptance

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

_____ **[Company Representative]**

_____ **[IT Helpdesk Provider]**