

IT Helpdesk Service Level Agreement

Date: [Insert Date]

To: [Stakeholder Name]

From: [Your Name]

Subject: IT Helpdesk Service Level Agreement

1. Purpose

This Service Level Agreement (SLA) outlines the IT helpdesk service expectations and commitments to internal stakeholders within [Company Name].

2. Scope of Services

- Technical support for hardware and software issues.
- Assistance with network connectivity.
- Guidance on IT policies and procedures.

3. Service Availability

The IT helpdesk will be available during the following hours:

- Monday to Friday: 8:00 AM - 5:00 PM
- Excludes Holidays

4. Response Times

Priority Level	Response Time
Critical	1 hour
High	4 hours
Medium	1 business day
Low	3 business days

5. Reporting and Feedback

Internal stakeholders are encouraged to provide feedback on helpdesk services to continuously improve response and resolution processes.

6. Agreement Confirmation

By signing below, you confirm that you understand and agree to the terms outlined in this SLA.

_____ **[Stakeholder Name]**

_____ **[Your Name]**

Thank you for your cooperation.