

IT Helpdesk Service Level Agreement

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Service Level Agreement for IT Helpdesk Performance Metrics

1. Introduction

This Service Level Agreement (SLA) outlines the performance metrics for the IT Helpdesk services provided to [Company/Organization Name].

2. Scope of Services

The IT Helpdesk will provide the following services:

- Incident Management
- Service Request Fulfillment
- Problem Management

3. Performance Metrics

The following performance metrics will be monitored:

Metric	Description	Target
Response Time	Time taken to respond to an incident	Within 1 hour
Resolution Time	Time taken to resolve an incident	Within 4 hours
Customer Satisfaction	Satisfaction rating from users post-resolution	Above 90%

4. Reporting

Performance metrics will be reported on a monthly basis to [Recipient Name] and will include a summary of incidents, resolutions, and satisfaction ratings.

5. Conclusion

We believe that this SLA will help in ensuring high-quality IT support services. Please feel free to reach out if you have any questions or require further information.

Best regards,

[Your Name]

[Your Position]

[Your Contact Information]