

IT Helpdesk Service Level Agreement for Remote Assistance

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Service Level Agreement for IT Helpdesk Remote Assistance

1. Introduction

This Service Level Agreement (SLA) outlines the support services and expectations provided by the IT Helpdesk for remote assistance.

2. Scope of Services

The IT Helpdesk provides remote assistance for the following issues:

- Software installation and troubleshooting
- Network connectivity issues
- Account access problems
- Hardware support via remote tools

3. Response Time

The IT Helpdesk commits to the following response times:

- Critical issues: 1 hour
- High priority issues: 4 hours
- Medium priority issues: 1 business day
- Low priority issues: 3 business days

4. Responsibilities

- Users must provide accurate information regarding their issues.
- The IT Helpdesk will provide regular updates during the troubleshooting process.

5. Limitations

This SLA does not cover:

- On-site assistance
- Non-supported hardware or software issues

6. Agreement Duration

This agreement will remain in effect until [Insert Expiration Date] or until modified by mutual consent.

7. Acceptance

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

Signature: _____

Name: [Your Name]

Date: _____