

Service Level Agreement (SLA)

Agreement Title: IT Helpdesk User Training Sessions

Effective Date: [Start Date]

Review Date: [Review Date]

1. Purpose

This Service Level Agreement (SLA) outlines the terms and conditions regarding user training sessions provided by the IT Helpdesk.

2. Scope of Services

The IT Helpdesk will provide user training sessions on the following:

- Software applications
- Hardware usage
- IT security best practices

3. Training Sessions

Training sessions will be conducted:

- Frequency: [Weekly/Monthly]
- Duration: [1 hour/2 hours]
- Format: [In-person/Virtual]

4. Response Time

The IT Helpdesk will respond to training requests within [X] business days.

5. Responsibilities

IT Helpdesk: Provide training materials and facilitate sessions.

Users: Attend sessions and complete any required pre-work.

6. Contact Information

IT Helpdesk Email: helpdesk@example.com

Phone Number: [Phone Number]

7. Agreement Acceptance

By signing below, both parties agree to the terms of this Service Level Agreement.

User Signature: _____ **Date:** _____

IT Helpdesk Signature: _____ **Date:** _____