

IT Support Contract Examination

Date: [Insert Date]

To: [Client's Name]

[Client's Company]

[Client's Address]

Dear [Client's Name],

We are pleased to submit the findings of our examination regarding the IT support contract established between [Your Company Name] and [Client's Company]. This examination was conducted on [Insert Examination Date].

Summary of Findings

- Service Level Agreements (SLAs) Compliance
- Response Times and Resolution Times
- Communication Effectiveness
- Incident Management Process

Recommendations

Based on our evaluation, we recommend the following:

1. Enhance the training for support staff.
2. Review and adjust SLAs to better align with business needs.
3. Implement a feedback mechanism for clients to improve service quality.

We believe that implementing these recommendations will enhance the IT support services provided and ensure greater satisfaction.

Should you have any questions or require further clarification, please do not hesitate to reach out.

Best regards,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]