

## Internal Service Level Agreement

**Purpose:** This agreement defines the roles and responsibilities of [Company name]'s [Department name] in support of [Company name]'s mission.

Scope of Service: [Company name]'s [Department name] facilitates and supports the everyday operation of [Company name] through its computer system.

### Services Offered:

1. Regular backups of systems and applications
2. A troubleshooting program for software and hardware issues
3. Data recovery
4. Operational support for existing technology
5. Support for standard software applications, such as installations
6. Technical support employees on staff during working hours to answer questions and perform troubleshooting

### Maintenance Schedules

1. The standard schedule for non-emergency system maintenance will be Sunday, 12:00 PM through Monday, 4:00 AM.
2. Emergency maintenance schedules will be on a case-by-case basis, subject to review and agreed upon by affected departments.
3. Daily staffed support will be available in the office Monday through Friday, 8:00 AM through 5:00 PM.

### Agreement Terms

1. The signatures below indicate that this agreement has been read and is understood, and represents the proper Technical Support scope of services.
2. This agreement is subject to the approval, review and enforcement of Mr. Gregory Wheeler, senior director of the Technical Support department and Ms. Elaine Brown, manager of [Company name].
3. Any modification or termination of this agreement will require appropriate review and approval by both parties.
4. This agreement will be reviewed annually at the beginning of each year to verify its currency and accuracy.
5. Any input, questions or concerns regarding this agreement should be brought to the senior director of the Technical Support department for review.

### Approval

The undersigned hereby understand and agree to the terms of this agreement.

[Department name]

[Company name]

Name of Signatory: \_\_\_\_\_

Name of Signatory: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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