Service provided: IT support desk for technical problems.

Reliability: At any hours of the support desk.

Responsiveness: Almost immediately after being brought to the service desk.

Procedure for reporting problems: If issue of the service desk arises, contact the service desk’s supervisor.

Monitoring and reporting service level: Supervisor will receive data on performance of efficiency of service desk and the various parts of it.

Consequences for not meeting service obligations: Dropping of the newly created service desk

Escape clause or constraints: If the service desk cannot respond to a problem due to other projects requiring their attention.