**Service Level Agreement**

Customer:

Service Provider: Iowa Western Student Service Desk

Customer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Provider Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The Iowa Western Student Service Desk agrees to provide IT support desk help to the students of Iowa Western should they need assistance with technical problems. The Service Desk is available to help during the hours outlined in the procedures. The Service Desk aims to respond to customers’ problems as soon as possible, and will often see to them almost immediately after being brought to the service desk.

If an issue arises that needs to be reported, a service desk employee will contact the supervisor. The supervisor will monitor the service desk and receive data on the performance and efficiency of the service desk and the various parts of it. Should the service desk not meet service obligations, consequences may include the discontinuation of the Iowa Western Student Service Desk. The service desk will not be held responsible if it cannot respond to a problem due to other projects requiring the attention of the workers.