**SLA**

A service level agreement, or SLA, is a contract between the service provider and the end user of the service. It specifies what the client will receive and what is expected of the service provider.

Important components of what make up a service desk’s SLA include the following:

* Service desk should commit to provide the best customer experience
* Service desk should provide support to all customers
* Provide hours of operation and times of availability
* How to contact the service desk
* Promised response and resolution times
* Customer responsibilities
* Penalties for failure to meet obligations

The service level agreement benefit both parties by clarifying what is expected from each other. The agreement is a business relationship, and if one fails to meet the expectations, the consequences are also stated in the contract.