**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.

**Service Desk**

**Service Level Agreement**

This Service Level Agreement (SLA) applies to the service desk and its customers. The purpose of this SLA is to inform the customer what services and promises Information Technology offers. This SLA also covers IT’s expectations of its customers to ensure speedy and accurate resolutions.

This SLA explains the following:

* **Service Desk should commit to provide the best customer experience when possible**
* **Provide hours of operation and times of availability**
* **How to contact the service desk**
* **Promised response and resolution times**
* **Customer responsibilities**

The Service Desk aims to provide the best experience possible to ensure 100% complete customers satisfaction. The Service Desk should commit to provide the best customer experience.

**Hours:** The Service Desk is open 7:30 a.m. – 7 p.m. Monday – Friday during normal business days. Summer hours are typically 8 a.m. – 4:30 p.m.

**Contact methods:** Customers can contact the Service Desk using the following methods:

* **Fill out and submit a ticket online using the portal**
* **Email:** [**servicedesk@notarealemail.com**](mailto:servicedesk@notarealemail.com)
* **Telephone: 712-123-4567**

**Response Time:** Response times fit within the hours of operations stated above.

**Resolution Time:** Resolution times vary from incident to incident. Times estimated will be provided by the tech who has taken responsibility. We strive to resolve the incident as soon as possible but are not always guaranteed.

**Customer Responsibilities:** Creating a ticket starts a conversation with the goal of resolving an issue.

* Provide detailed information regarding the issue. For example, include the web address or specific location of hardware (building, room number, location in room)
* Information not provided can impact the tech’s ability to resolve the incident in a timely manner
* Make every effort to be available to communicate with the tech.
* Make use of the Service Desk articles
* Check the Service Desk portal for notifications

**This agreement has been evaluated and will be modified as needed through the end of the contract.**