Helpdesk SLA Template

Customisable Service Level Agreement for IT support contracts. Define response time tiers, escalation paths, KPIs, and penalties to ensure your provider delivers against measurable commitments.

4	99.9%	15min	Free
PRIORITY TIERS DEFINED	TARGET UPTIME COMMITMENT	P1 RESPONSE TARGET	CUSTOMISABLE TEMPLATE

How to Use This Template

Complete each section with your IT provider. Replace placeholder values with agreed terms. Both parties should sign the final document. Review the SLA quarterly and update as your business requirements evolve.

1 Agreement Overview

Establish the parties, scope, and effective dates of this Service Level Agreement.

Service Provider: .....

Client Organisation: .....

Agreement Start Date: .....

Agreement End Date: .....

Review Frequency: .....

Primary Contact (Provider): .....

Primary Contact (Client): .....

Escalation Contact: .....

Scope of Services

Define exactly which services are covered under this SLA — e.g., desktop support, server management, network monitoring, cloud administration, security patching. Exclude any services not covered to avoid ambiguity.

Services Included

1. .....
2. .....
3. .....
4. .....
5. .....
6. .....

2 Priority Definitions & Response Targets

Define each priority level with clear criteria for classification, response times, and resolution targets.

PRIORITY	DEFINITION	RESPONSE	RESOLUTION
P1 – Critical	Complete service outage affecting all users or critical business function	15 minutes	4 hours
P2 – High	Major degradation affecting multiple users or key business process	30 minutes	8 hours
P3 – Medium	Single user or non-critical system affected with workaround available	4 hours	24 hours
P4 – Low	Minor issue, cosmetic defect, or general enquiry	8 hours	5 business days

Important: Define Business Hours

Specify whether response and resolution times are measured in business hours (e.g., Mon–Fri 08:00–18:00) or calendar hours. P1 incidents typically require 24/7 coverage. Clearly state any bank holiday exclusions.

3 Escalation Procedures

Document the escalation path for unresolved or overdue tickets at each priority level.

ESCALATION LEVEL	TRIGGER	CONTACT	METHOD
Level 1	Response target breached	Service Desk Manager	Email + phone call
Level 2	Resolution target at 75%	Operations Director	Phone call + incident report
Level 3	Resolution target breached	Account Director / MD	Immediate conference call
Level 4	Repeated SLA failures	Senior Management	Formal review meeting

Out-of-Hours Escalation Phone: .....

Emergency Email Distribution: .....

4 Key Performance Indicators (KPIs)

Define measurable KPIs that will be reported on monthly to track service quality.

KPI	TARGET	MEASUREMENT	REPORTING
First Response Time	95% within target	Ticket system timestamps	Monthly
Resolution Time	90% within target	Ticket open-to-close duration	Monthly
First Contact Resolution	≥ 70%	Tickets resolved without escalation	Monthly
Customer Satisfaction	≥ 4.2 / 5	Post-ticket survey rating	Monthly
System Uptime	99.9%	Monitoring tool data	Monthly
Ticket Backlog	< 15 open P3/P4 tickets	Snapshot at month end	Monthly
Repeat Incidents	< 5% of total tickets	Root cause analysis log	Quarterly

Reporting Requirements

The provider shall deliver a written monthly service report within 5 business days of month end. The report must include all KPI metrics, trend analysis, major incident summaries, and a forward-looking improvement plan. Quarterly service review meetings should be scheduled to discuss performance.

5 Service Credits & Penalties

Define financial remedies when SLA targets are consistently missed.

Service credits incentivise the provider to meet agreed targets. Credits should be meaningful enough to drive behaviour change without being so punitive that they damage the relationship.

CONDITION	CREDIT	CAP
Uptime below 99.9% in any month	2% of monthly fee per 0.1% below target	10% of monthly fee
P1 resolution target missed	5% of monthly fee per incident	15% of monthly fee
3+ consecutive months below KPI targets	10% of monthly fee	20% of monthly fee
Failure to deliver monthly report on time	1% of monthly fee	5% of monthly fee

6 Change Management & Review

Define how changes to the SLA are proposed, agreed, and documented.

Either party may propose changes to this SLA by providing 30 days written notice. All changes must be mutually agreed in writing before taking effect. The SLA shall be formally reviewed at least annually, or following any significant change in business requirements or service scope.

Annual Review Date: .....

Change Request Process: .....

Minimum Notice Period: .....

Contract Term: .....

Termination Notice Period: .....

Termination for Cause Conditions: .....

Early Termination

Include provisions for early termination in cases of persistent SLA failures (e.g., 3 consecutive months below target), material breach, or insolvency. Define the exit process including data handover, knowledge transfer, and transition support.

Agreement Signatures

For the Service Provider:

Name: .....

Title: .....

Signature: .....

Date: .....

For the Client:

Name: .....

Title: .....

Signature: .....

Date: .....

Notes