Internal Service Level Agreement (SLA)

Service provider department and business units

Horizon Corporation: Facilities and IT Support (fictional company, for illustration)

SLA number	SLA-INT-007
Version / date	v1.0 · 01 June 2026
Service owner	Head of Facilities and IT
Review	Every six months

1. Purpose

This SLA sets out the services that Facilities and IT Support (the Service Provider) delivers to the business units of Horizon Corporation (the Customers), the service levels they can expect, and how performance is measured and improved.

2. Parties and roles

Party	Role
Service Provider: Facilities and IT Support	Delivers the services and reports on performance.
Customers: heads of business units	Raise requests, give timely information and follow procedures.
Service Owner: Head of Facilities and IT	Accountable for service quality and for this SLA.
Executive Sponsor: Chief Operating Officer	Resolves disputes and approves changes.

3. Services covered

Service	Description	Support hours
IT helpdesk	Accounts, email, hardware, software and printers.	Sunday to Thursday, 08:00 to 18:00
Network and systems	Internet, VPN, servers and backups.	24 hours monitoring; support in office hours
Facilities maintenance	Air-conditioning, lighting, furniture and minor repairs.	Sunday to Thursday, 08:00 to 17:00
Meeting rooms and events	Room set-up and technical support.	By booking
Access and security	ID cards and access rights.	Sunday to Thursday, 08:00 to 17:00

4. Priority levels and targets

Priority	Definition	First response	Target resolution
P1 Critical	A service is down for many users, or a business-critical process has stopped.	15 minutes	4 hours
P2 High	A team is seriously affected and there is no workaround.	1 hour	8 hours
P3 Medium	One user is affected, or a workaround exists.	4 hours	3 business days
P4 Low	A general request or improvement.	1 business day	5 business days

5. How to request service

1. Log every request or incident through the service desk portal, by email or on extension 100.
2. Give a clear description, the location, the urgency and a contact number.
3. The service desk assigns a ticket number and priority within the first-response time.
4. Customers are updated at every status change and when the ticket is resolved.
5. Customers confirm the resolution within two business days; otherwise the ticket is closed.

6. Customer responsibilities

- Provide accurate and complete information.
- Make people and access available when needed.
- Follow company IT, safety and security policies.
- Plan large requests (new joiners, moves, events) at least five business days ahead.
- Raise concerns early with the Service Owner.

7. Performance measures

Measure	Target	Reported
Tickets resolved within target	95%	Monthly
First response within target	98%	Monthly
Availability of core systems	99.5%	Monthly
Customer satisfaction	4.3 out of 5 or more	Quarterly
Repeat incidents	5% or less	Monthly

8. Escalation

Level	Contact	When to escalate
1	Service desk supervisor	No response within the target time.
2	Service Owner	A P1 is unresolved after two hours, or targets are missed repeatedly.
3	Executive Sponsor	An unresolved dispute or a major business impact.

9. Exclusions and dependencies

This SLA does not cover personal devices, work caused by misuse, requests outside support hours (except P1), or delays caused by third-party suppliers outside our control. Targets are paused while we wait for information from the Customer.

10. Reporting and review

The Service Owner sends a monthly performance report to all business unit heads and reviews this SLA with them every six months. Missed targets lead to a written corrective action plan within five business days. Changes need the Executive Sponsor's approval.

This is an internal agreement between departments. It does not create legal obligations outside the company.

Service Owner	Business Unit Representative	Executive Sponsor

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