

OUTSOURCED HELP DESK SERVICE LEVEL AGREEMENT (SLA)

THIS AGREEMENT is made this ____ day of _____, 200__ by and between <<Company>> (“Help-Desk Consultants”) and <<CustCompany>> (“Customer”).

Agreements

In consideration of the mutual covenants set forth in this Agreement, Customer and Help-Desk Consultants hereby agree as follows:

1. Scope of Services.

Help-Desk Consultants shall, during the Term (as defined below) provide to Customer the following support and help-desk consulting services described below (the "Services" or "Work Product"), at such times as Customer may reasonably request.

Help-Desk Services include, but are not limited to:

- 1) Install patches, fixes, and updates to operating system and/or servers; install additional software packages to the operating system or server; install patches, fixes, and updates to additional software packages.
- 2) Maintain adequate protection and safeguard Customer against virus, trojan, spyware (the “Protections”), or any other unauthorized intrusion Customer may specify.
- 3) Develop policies and procedures for updating Protections.
- 4) Evaluate and make recommendations to Customer regarding network security, Protections, or any other concerns Help-Desk Consultants may have in order to safeguard Customer’s network, workstations, computers, or other related systems.
- 5) Provide consultation and installation Services for any new projects or tasks that Customer requests of Help-Desk Consultants.
- 6) Provide disaster recovery from backup and maintain a current file library of all software, licenses, records, or purchases Help-Desk Consultants have made for Customer, source code and maintain a history log or other record for Customer concerning all installations, upgrades, patches, or other Services performed for

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Customer Initials _____ Consultant Initials _____