

ITPC 97-3  
Approved 4-2-98  
Subsequently amended by IT Services

**INFORMATION TECHNOLOGY POLICY COMMITTEE  
SERVICE LEVEL AGREEMENT FOR THE HELP DESK**

The Information Technology Policy Committee (ITPC) approved a Help Desk Service Level Agreement (SLA) on April 2, 1998. This agreement has subsequently been updated regularly by IT Services and describes the services provided by IT Services' Help Desk and the responsibilities of IPFW faculty, staff and students in working with the Help Desk.

The current edition of the agreement is available at  
<http://www.its.ipfw.edu/DOCS/SLA/index.html>