



Setting Priorities

- Priorities are set based on a Urgency/Impact matrix.

Urgency/ Impact	Work Stopped	Work Impaired	Work Around	Information/ Request
15 + Users	Critical	Critical	Major	Informational
3-15 Users	Critical	Major	Minor	Informational
1-3 Users	Major	Minor	Minor	Informational



Service Level Agreements (SLAs)

- Service Requests will be responded/resolved based on the priorities' Service Level Agreement (SLA)

Priority	Response Time	Resolution Time
Critical	15 Minutes	4 Hours
Major	1 Hour	1 Business Day
Minor	4 Hours	3 Business Days
Informational	2 Business Days	8 Business Days