Priority SLA Clock Runs (Version 1.1) Target Resolution	Critical Impact ● Campus-wide service down ● Multiple locations' service completely down during operating hours ● Impacts instruction ● >250 individuals	Major Impact ● Campus-wide service working, but degraded performance or function ● Single location's service completely down during operating hours ● 10 - 250 individuals	Minor Impact ● Single location's service degraded ● Development or test service impact in non-critical period ● Single/few users affected ● 2-10 individuals	Small Impact ● Outside of service's operating hours ● Affects only IT Services operations ● Single individual
Immediate Urgency ● No viable alternative solution ● Caller indicates "emergency" ● High financial/reputation risk or implications	24x7 **1** **Major Incident** 2hrs	24x7 2 4hrs	24x7 3 24hrs	Bus Hrs 4 2 days
High Urgency ● Complex alternative solution ● Medium financial/reputation risk or implications	24x7 2 4hrs	24x7 3 24hrs	Bus Hrs 4 2 days	Bus Hrs 4 2 days
Medium Urgency ● Complex alternative solution ● Intermittent ● Workaround is disruptive/risky ● Low financial/reputation risk or implications	24x7 3 24hrs	Bus Hrs 4 2 days	Bus Hrs 4 2 days	Bus Hrs 5 7 days
Low Urgency ● Easy alternative solution ● Failover in place ● Not service disrupting (yet)	Bus Hrs 4 2 days	Bus Hrs 4 2 days	Bus Hrs 5 7 days	Bus Hrs 5 7 days