

SLA Clock Runs <h1 style="text-align: center;">Priority</h1> Target Resolution Version 1.0	Critical Impact <ul style="list-style-type: none"> • Campus-wide service down • Multiple locations' service completely down during operating hours • Impacts instruction • >250 individuals 	Major Impact <ul style="list-style-type: none"> • Campus-wide service working, but degraded performance or function • Single location's service completely down during operating hours • 10 - 250 individuals 	Minor Impact <ul style="list-style-type: none"> • Single location's service degraded • Development or test service impact in non-critical period • Single/few users affected • 2-10 individuals 	Small Impact <ul style="list-style-type: none"> • Outside of service's operating hours • Effects only IT Services operations • Single individual
Immediate Urgency <ul style="list-style-type: none"> • No viable alternative solution • Caller indicates "emergency" • High financial/reputation risk or implications 	24x7 <h1 style="font-size: 48px;">1</h1> Major Incident 2hrs	24x7 <h1 style="font-size: 48px;">2</h1> Major Incident if SLA Breached 4hrs	24x7 <h1 style="font-size: 48px;">3</h1> 24hrs	Bus Hrs <h1 style="font-size: 48px;">4</h1> 2 days
High Urgency <ul style="list-style-type: none"> • Complex alternative solution • Medium financial/reputation risk or implications 	24x7 <h1 style="font-size: 48px;">2</h1> Major Incident if SLA Breached 4hrs	24x7 <h1 style="font-size: 48px;">3</h1> 24hrs	Bus Hrs <h1 style="font-size: 48px;">4</h1> 2 days	Bus Hrs <h1 style="font-size: 48px;">4</h1> 2 days
Medium Urgency <ul style="list-style-type: none"> • Complex alternative solution • Intermittent • Workaround is disruptive/risky • Low financial/reputation risk or implications 	24x7 <h1 style="font-size: 48px;">3</h1> 24hrs Bus Hrs	Bus Hrs <h1 style="font-size: 48px;">4</h1> 2 days Bus Hrs	Bus Hrs <h1 style="font-size: 48px;">4</h1> 2 days Bus Hrs	Bus Hrs <h1 style="font-size: 48px;">5</h1> 7 days Bus Hrs
Low Urgency <ul style="list-style-type: none"> • Easy alternative solution • Failover in place • Not service disrupting (yet) 	<h1 style="font-size: 48px;">4</h1> 2 days	<h1 style="font-size: 48px;">4</h1> 2 days	<h1 style="font-size: 48px;">5</h1> 7 days	<h1 style="font-size: 48px;">5</h1> 7 days