

Criteria for Quantifying Ticket Severity

Metric for setting severity: % of productivity loss and viable workaround status

If the ticket is from an A La Carte Client, reduce the priority by 1

Priority 1 – Critical – Max 30 Minute Response

- Failing backups and possible virus infections are always considered critical issues
- All users are unable to work – productivity loss is 100% and no viable workaround exists.

Priority 2 – High – Max 1 Hour Response

- Site wide productivity loss is greater than 50%, without viable workaround.
- Sitewide Critical system outage with or without viable workaround.
- Someone completely unable to work is a high priority.
- ThreatLocker requests to install/update a program

Priority 3 – Medium – Max 2 Hour Response

- Productivity loss is less than 50%, or a viable workaround exists.
- Most tickets are medium

Priority 4 – Low – Max 4 Hour Response

- Issue is an inconvenience.
- Issue is not time sensitive.
- Vendor issue over which we have no control or ability to participate (e.g. internet is out and Spectrum knows it).
- Voicemails or Emails that have no pertinent information about issue (only say things like “call me back”).

Priority 5 – Next Business Day – Max 8 Hour Response

- Requests that are not disrupting business.
 - Hardware/Software Quotes
 - Requests asking us to research new products or services
 - Requests to review insurance policies
 - Moves and remodel planning

SLA Exclusion – No Response Goal

- Background Tasks
- Internal Tasks