## Priority Level Categories

<table>
<thead>
<tr>
<th>LEVELS</th>
<th>DESCRIPTION</th>
<th>SERVICE TARGETS</th>
</tr>
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</table>
| **Critical** | If any of the following questions are answered “yes”, a Critical incident is opened *(High Impact, High Urgency).*  
- Does this problem affect a patient care area, resulting in an interruption of patient registration, testing, or other patient care?  
- Are a significant number of customers affected by the problem (entire bldg. or area)?  
- Is there a critical deadline that must be met, with significant/immediate impact to business operations? Examples:  
  - Finance month end  
  - Payroll pay period ending  
  - Grant submission deadline  
  - Student Exams  
  - Is there is a critical Business requirement?  
- If an Application or Service is down, is it listed as a Critical Application or Service in the CMDB?  
- Executive or Dean Level Requirements: Critical business needs only. *(E.g. Executive Board presentation due).* | **Initiate Activity:** within 30 min, 24x7x365  
**Updates:** Hourly until resolved  
**Target Time to Resolve:** 4 hours  
**Critical Operation:**  
- Expected availability during business hours; scheduled long outages (3+hours) outside of regular business hours.  
- This service has a target availability of 99.5%, excluding maintenance windows. |
| **High** | If any of the following questions are answered “yes”, a High incident is opened.  
- Are multiple customers affected (not entire areas or buildings)  
- If the customer is unable to work at all and there is no immediate alternative solution. This means that the customer is completely shut down or shut out, and no workaround exists  
- If an Application or Service is affected, is it listed as a High Application or Service in the CMDB?  
- Is there a deadline that must be met within the next day or so, with significant impact to business operations? Examples:  
  - Finance month end  
  - Payroll pay period ending  
  - Grant submission deadline  
  - Student Exams  
  - VIP with an issue not requiring immediate (critical) attention | **Initiate Activity:** within 1 hour; Business Hour  
**Updates:** Every 4 hours  
**Target Time to Resolve:** 1 Business Day  
**Critical Operation:**  
- Expected availability during business hours; scheduled long outages (3+hours) outside of regular business hours, unless agreed to by business owner.  
- This service has a target availability of 99.5%, excluding maintenance windows. |
| **Medium** | If any of the following questions are answered “yes”, a Medium incident/event is opened.  
- If the customer is partially down (ex: printer problem, can’t get into Microsoft Excel), a Medium incident will be opened.  
- If an Application or Service is affected, is it listed as a Medium priority Application or Service in the CMDB? | **Initiate Activity:** 1 Business Day  
**Updates:** None, or as necessary  
**Target Time to Resolve:** 3 business days |
| **Low** | If the customer has a non-critical issue not impacting productivity, and there is minimal urgency, a Low incident can be opened. Examples:  
- Needs a report fixed but it isn’t due for two weeks  
- Issue is on user’s secondary system | **Initiate Activity:** within 3 business days  
**Updates:** None, or as necessary  
**Target Time to Resolve:** 5 business days |
**Very Low**

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<th>If the customer has a non-critical issue, not impacting productivity AND there is no urgency, a Very Low incident can be opened (this should not be widely used). Examples:</th>
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<tbody>
<tr>
<td>• Research required for an annoying error message (not preventing user from working)</td>
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<tr>
<td>(Currently no SLA reminders on Very Low, but we will be getting them configured)</td>
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| **Initiate Activity:** within 5 business days |
| **Updates:** None, or as necessary |
| **Target Time to Resolve:** 10 business days |

**NOTE:**

Business Hours are defined as Monday through Friday, 7 a.m. – 5 p.m. (excluding holidays). Revised 8/19/2011