

Priority Definitions and Response Guidelines

Determining Incident Priority

Incident priority is determined by considering both impact and urgency.

- Impact is partly determined by the number of users affected, but the criticality of the service to the university is also a factor.
- Urgency is a measure of how long it will be until an incident has a significant impact. For example, the failure of part of the enrolment system may not be as urgent if the next enrolment period is several weeks away.

A matrix of impact and urgency determines priority:

Priority	Initial Response Time	Resolution Time	Criteria
Severity 1 Critical	Immediately (1hour maximum) <ul style="list-style-type: none"> • ERT Meeting • Emails to SMT Members (Director ITS) • All Staff Email (Manager Designate) 	2 hours	<ul style="list-style-type: none"> • An incident that stops a significant portion of a key system or service from working (i.e. Email, Internet) • An incident that stops a significant number of users (an entire dept., building or campus) from working • An incident that affects important business processes (i.e. Banner)
Severity 2 High	2 hours Maximum <ul style="list-style-type: none"> • Emails to SMT Members (Director ITS) • All Staff Email (Manager Designate) 	1 day	<ul style="list-style-type: none"> • An incident where there is insufficient network/system capacity from the standard • An Incident that affects performance for a number of users • A call where supporting technologies cannot be used (i.e. printing facilities)
Severity 3 Normal	6 hours Phone call/email to user	4 working days	<ul style="list-style-type: none"> • A Incident where an application is not working (i.e. Word) • A Incident where one user cannot use their systems • A user requesting operational instructions • A user requesting support materials • Email account management request (merging, deletion of old account)
Severity 4 Low	1 day Phone call/email to user	7 working days	<ul style="list-style-type: none"> • A user requesting an upgrade • Hardware issues • A request with no significant business or user impact • A request for one-to-one training

Note:

Initial Response – time after receipt of service ticket, when the first contact is to be made

Resolution Time – time taken to resolve the ticket

Priority definitions and support

- **Severity 1 (Critical)**
Guidelines: Acknowledgment of a Severity 1 incident occurs within 10 minutes. Priority 1 incident handling applicable hours are 24 x 7 x 365. The issue resolution goal is one elapsed hours (work will continue after 4:30 or on weekends). IT Services will escalate the issue to an incident manager if unresolved within one hour of the diagnosis start time, to which an Emergency Response Team (ERT) meeting will be called.
- **Severity 2 (High)**
Guidelines: Acknowledgment of a Severity 2 will occur within one hour. The issue resolution goal is 1 business day. Applicable hours of Severity 2 handling are normal business hours. IT Services will escalate the incident to the incident manager if the targets for response and resolution are not met. A technical group team is then assigned.
- **Severity 3 (Normal)**

Guidelines: Acknowledgment of a Severity 3 should occur within 6 hours. Applicable hours for work on a severity 3 are normal business hours. While the issue resolution goal is 4 business days, if follow-up or long-term work on an underlying issue is required the incident should be re-classified as a Severity 4.

- **Severity 4 (Low)**

Guidelines: Acknowledgment of a Severity 4 should occur within 1 business day. Applicable hours for work on a Severity 4 are normal business hours and the issue resolution goal is 7 business days.

Re-classification of an incident from a severity 4 back to a higher Priority can occur, if the initial reason for severity 4 classification allows.