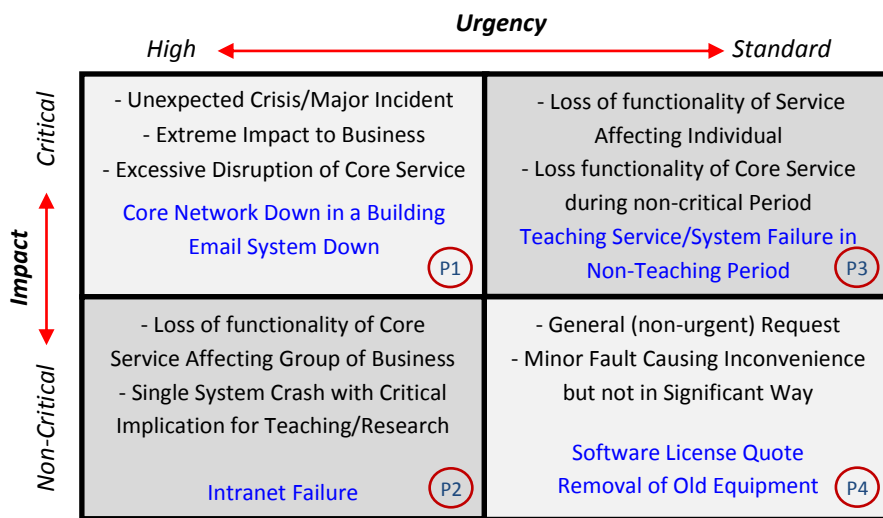


## Guideline on Priority Matrix

### Fault and Request

Impact \ Urgency	High	Standard
Business Critical	P1	P3
Non-Business Critical	P2	P4



**Urgency:** defines how quickly a resolution is required

Urgency	Description
High	Total System Inoperability
Standard	Partial System Inoperability

**Impact:** defines the extent of the potential damage /how it affects the business

Impact	Description
Business Critical	Unable to perform core business functions
Non-Business Critical	Able to perform limited core business functions

### Guideline for Impact and Urgency Assessment

Impact:	Urgency:
<ul style="list-style-type: none"> <li>Is it Total or Partial service inoperability?</li> <li>Are there core service affected?</li> <li>What is the number of services affected?</li> <li>Are there significant financial losses?</li> <li>Is there an effect on business reputation?</li> <li>Do we experience regulatory, legislative or security breaches?</li> </ul>	<ul style="list-style-type: none"> <li>How much time it takes for an incident to have a significant impact on business?</li> <li>Is there any alternative solution or workaround (i.e. can client use another available PC or can client access email via OWA-Outlook Web Access for the time being?)</li> </ul>

## Projects

Projects are not monitored for response time and therefore only have one Priority / Response Level of “Negotiated”. It does not trigger SLA clock. An analyst can indicate the date required for the delivery of the project using the “Required By” field.

## Escalation and Response Level

LSDS Release 1 Escalation process includes automatic escalation emails to the assigned support manager and the assigned group when the Incident response times have been (100%) breached. An analyst can click on the “Response Level” to view description of each priority level.

[Response Level](#) Priority 3 ▼

### Type of Response Level:

Priority	Response Time	Email Notification
<b>Fault and Request</b>		
P1	1 hour	Group Manager and the Group
P2	4 hours	Group Manager and the Group
P3	2 days	Group Manager and the Group
P4	5 days	Group Manager and the Group
<b>Project</b>		
Negotiated	n/a	n/a