Incident SLA

Impact	Urgency			
	Definition of the Impact	**High** Work that cannot be completed is highly time sensitive.	**Medium** Issue is not immediate, but impact increases over time. Work that cannot be completed cannot be deferred.	**Low** Work that cannot be completed is not time sensitive, or can be deferred.
High	• Service unavailable or degraded to the point that it is unusable, irrespective of number of users affected. • Incident affecting Faculty /Campus/Group of VIPS. • No acceptable workaround is in place.	Priority 1 (4 hours)	Priority 1 (4 hours)	Priority 2 (8 hours)
Medium	• Multiple users affected /Service degraded. Operational efficiency is affected, but there is a reasonable workaround in place. • Single VIP affected. • Single user affected. Total failure of the user's primary work device, or inability to access or use a service or Configuration Item (CI) deemed as essential for them to be able to carry out their work. • No workaround is available.	Priority 2 (8 hours)	Priority 2 (8 hours)	Priority 3 (16 hours)
Low	• Single User affected. Causes inconvenience to a user rather than inability to carry out their core job/academic functions. • There's an easy and effective workaround available. • Incident affecting unsupported hardware or software (not purchased through IT & Digital Services).	Priority 3 (16 hours)	Priority 4 (24 hours)	Priority 4 (24 hours)

Service Request SLA

Impact	Urgency			
	Definition of the Impact	High	Medium	Low
High	• Request relates to a group of users, or VIP member of staff	Priority 1 (8 hours)	Priority 1 (8 hours)	Priority 2 (16 hours)
Medium	• Request relates to a single user, or standard business process (e.g. mailbox permissions, standard software install)	Priority 2 (16 hours)	Priority 2 (16 hours)	Priority 3 (24 hours)
Low	• Request for Information/ Request for access, hardware or setup for a user who has not yet started.	Priority 3 (24 hours)	Priority 4 (40 hours)	Priority 4 (40 hours)