

Response and Resolution times

Incident Target Response and Resolution Times

| Priority | Response Target | Resolution Target | SLA Calculation Times |
|------------|-----------------|-------------------|---|
| Priority 1 | 15 mins | 4 hours | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 2 | 1 hour | 8 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 3 | 1 hour | 16 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 4 | 1 hour | 24 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |

Service Request Response and Resolution Times

| Priority | Response Target | Fulfilment Target | SLA Calculation Times |
|------------|-----------------|-------------------|---|
| Priority 1 | 1 hour | 8 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 2 | 1 hour | 16 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 3 | 1 hour | 24 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |
| Priority 4 | 1 hour | 40 hrs | 8AM -6PM Monday-Friday, excl. Bank Holidays |