

## Client Ticket Response Times/Expectations

Because incidents are not all managed the same way, client tickets are always first classified and then assigned a priority level. One of four priority levels can be assigned to a ticket, and the priority level may change at any time during the ticket lifecycle.

	Priority Levels	Impact
1	Critical	Extensive/ Widespread
2	High	Significant/Large
3	Medium	Moderate/Limited
4	Low	Minor/Localized

- **Response Time** refers to how quickly a technician responds to a technical issue assigned to the IT – Course Services.
- **Resolution Time** refers to how long it takes from the time an issue is logged until it is fully resolved.

Priority Level	Urgency	Expected Effort Level of Response	Target Response Time	Target Resolution Time
1	Critical	An immediate and sustained effort using all available resources until resolved. On-call procedures are activated. Vendor support invoked (if needed). Hierarchical escalation is invoked.	30 minutes (M-F business hours)	8 business hours (if no escalation required)
2	High	Assigned staff members respond immediately, assess the current situation and may interrupt other staff working on lower level priorities and/or Service Requests to assist in timely restoration.	1 business hour	16 hours or less (business hours)
3	Moderate	Assigned staff members respond using standard procedures and operating within normal supervisory management of current workload.	2 business hours	3 business days
4	Low	Assigned staff members respond using standard operation procedures as time allows within current workload.	1 business day	5 business days
5	Planning		16 business hours	80 business hours