

## SaaS Incident Priorities



### INCIDENT PRIORITIES

Priorities shall be assessed for all Incidents logged with CIP and a priority will be allocated by CIP in consultation with the Customer in accordance with the following table

Priority	Description	Target response/resolution times
1 Critical	Incidents causing entire System Environment to be inoperable or inaccessible to all users	Response – 30 minutes Resolution – 3 hours
2 Urgent	Incidents causing severe performance degradation or a key business function or a material part of the System Environment to be inoperable or inaccessible to all users. Will include situations where users can continue a business function or operation but with difficulty and the impact will or may become more significant within a short time.	Response – 2 hours Resolution – 1 working day
3 Fairly Urgent	Incidents causing inconvenient or inefficient operation of business functions or minor part of the System Environment to be inoperable or inaccessible to all users or data errors.	Response – 1 working day Resolution – 3 working days
4 Not Urgent	All other Incidents.	Response – 2 working days Resolution – next general fix, update or release