SaaS Incident Priorities

CIPHR
ALL ABOUT PEOPLE

INCIDENT PRIORITIES

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

Priority		Description	Target response/resolution times during Working Hours
1	Critical	Incidents causing entire System Environment to be inoperable or inaccessible to all Customer 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 Customer Users. Will include situations where Customer 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 Customer 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