Service Request Priority Levels

Updated November 25, 2024

Priority Level	Issue	Initial Response Time	Targeted Resolution
P1	**All Functionality Unavailable** **Many Users Affected** ○ Primary server or system is down ○ Network switching is down ○ Email system is down ○ Internet connectivity is down ○ Cybersecurity incident (unmitigated)	1 hour	2 Hours
P2	**Business-Critical Function Unavailable** **Many Users Affected** ○ Email communication disrupted or blocked ○ Internet connectivity is disrupted ○ Critical software application offline (e.g. CRM or Accounts) ○ Critical business process (e.g. Payroll) cannot proceed ○ Critical user/VIP cannot work or is severely disrupted ○ Major network performance issue ○ Backup System failed for 3 consecutive days ○ Cybersecurity incident (temporarily mitigated)	2 hours	4 Hours
P3	**Limited Degradation of Service** **Few Users Affected** ○ Minor network performance issue ○ Backup Systems are reporting issues or failures for the first time ○ Secondary communications (e.g. Webmail, iPhone) disrupted ○ PC or critical network device down or inoperable ○ User unable to access a critical system	1 Business Day	3 Business Days
P4	**Minor Issue / Scheduled Event** **One User Affected** ○ Non-critical issue, user can still work ○ New User Account Setup ○ Move/Add/Change to system hardware or software ○ Scheduled installation of new hardware or software ○ Customer has specified low priority or no due date	3 Business Days (or on agreed schedule)	As required

Notes:

1. All tickets are assigned to one of four queues: Help Desk, Support, NOC (Network Operations), and Projects.
2. Tickets are worked in a defined, logical order → by *m*Care agreement type (VIP/Pro/Essentials), highest priority to lowest priority, and oldest ticket to newest.
3. Tickets from human beings hit our Help Desk queue as a P4 and are triaged appropriately.
4. For mare VIP and mCare Pro agreements, we strive to resolve Help Desk tickets in < 1 hour; otherwise, it is best effort.
5. Tickets generated by machines and other alerts go to our NOC queue.
6. Tickets needing more than 1 hour, vendor support, scheduling, and/or additional expertise are moved to our Support queue.