# IT INCIDENT SERVICE LEVEL AGREEMENTS

## SLAs

<table>
<thead>
<tr>
<th>Priority</th>
<th>Business Impact</th>
<th>Scope / Impact</th>
<th>Urgency</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Critical</td>
<td>Outage or severe degradation of a mission critical service.</td>
<td>- university wide or - business unit or - patient care</td>
<td>- No workaround - Client is unable to perform job duties.</td>
<td>4 h (business hours)</td>
</tr>
<tr>
<td>2 – High</td>
<td>Outage impacting a business-critical VIP or interruption of service for many clients.</td>
<td>- one or - multiple clients or - VIP</td>
<td>- No workaround - Client unable to perform job duties. - VIP</td>
<td>8 h (1 business day)</td>
</tr>
<tr>
<td>3 – Medium</td>
<td>An interruption of non-business-critical services.</td>
<td>- one or - multiple clients</td>
<td>- No workaround - Client able to perform job duties.</td>
<td>40 h (5 business days)</td>
</tr>
<tr>
<td>4 - Low</td>
<td>An interruption of non-business-critical services.</td>
<td>- one or - multiple clients</td>
<td>- Workaround - Client able to perform job duties.</td>
<td>56 h (7 business days)</td>
</tr>
</tbody>
</table>

USF Business Hours: Monday – Friday 8am – 5pm
1 - Critical
Widespread network outage
Widespread client authentication issue

2 - High
VIP laptop failure
Department cannot scan to Epic
An interruption of non-business critical services.

3 – Medium
A client cannot access Excel
A client’s monitor will not turn on.
An interruption of non-business critical services.

4 - Low
A client’s Internet Explorer browser stops working but they can function in Chrome