

IT INCIDENT SERVICE LEVEL AGREEMENTS

SLAs

Priority	Business Impact	Scope / Impact	Urgency	Resolution Time
1 – Critical	Outage or severe degradation of a mission critical service.	<ul style="list-style-type: none"> - university wide or - business unit or - patient care 	<ul style="list-style-type: none"> - No workaround - Client is unable to perform job duties. 	4 h (business hours)
2 – High	Outage impacting a business-critical VIP or interruption of service for many clients.	<ul style="list-style-type: none"> - one or - multiple clients or - VIP 	<ul style="list-style-type: none"> - No workaround - Client unable to perform job duties. - VIP 	8 h (1 business day)
3 – Medium	An interruption of non-business-critical services.	<ul style="list-style-type: none"> - one or - multiple clients 	<ul style="list-style-type: none"> - No workaround - Client able to perform job duties. 	40 h (5 business days)
4 - Low	An interruption of non-business-critical services.	<ul style="list-style-type: none"> - one or - multiple clients 	<ul style="list-style-type: none"> - Workaround - Client able to perform job duties. 	56 h (7 business days)

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