

# IT INCIDENT SERVICE LEVEL AGREEMENTS

## SLAs

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