

Appendix 3– iManage Help Desk Priority Levels

Priority Level	Definitions	Resolution Time
Critical	<p>Prevents normal operational business and for which there is no known workaround. Examples: inability to produce financial statements by required deadline, the inability to pay contractors in accordance with the Prompt Pay Act, the inability to commit or obligation funds, or</p> <p>Total loss of production service to entire customer set, or</p> <p>Impacts one or more service level commitments, or</p> <p>Impacts the delivery schedule</p> <p>Note 1: Reassignment must be communicated and directly agreed upon.</p> <p>Note 2: The initial response time for critical priority tickets must be within 60 minutes.</p>	Resolution is around the clock support until service is restored. Closure is 24 hours from resolution date.
High	<p>Prevent normal operational business and for which there is a known workaround. Examples: inability to run real-time operational reports in STARS – a temporary workaround is a report may be run out of IDW (not real time), or</p> <p>Key component, application, critical customer machine or network is down, degraded, or unusable, or</p> <p>Partial customer set affected.</p> <p>Note 1: The initial response time for high priority tickets must be within three hours.</p>	Resolution is 3 calendar days. Closure is resolution date, plus 7 days.
Medium	<p>Prevent specific transactions, but which do not prevent overall processing, or for which there is a simple workaround. Examples: inability to enter journals against a specific account code combination – combo edit error, SF-244 report cannot be run in STARS – workaround is report can be run via spreadsheet, or</p> <p>A compound, minor application or procedure is down, unusable, or difficult to use, or</p> <p>Potential exposure to affect the ability to deliver a service, or</p> <p>Scattered customers affected</p> <p>Note 1: The initial response time for medium priority tickets must be within one day.</p>	Resolution is 7 calendar days. Closure is resolution date, plus 7 days.
Low	Does not impact transaction processing or are likely caused by operator error. Examples: insufficient funds	Resolution is within 30 calendar days.

	<p>to process a PO, slow system response on a specific transaction, or</p> <p>Component, procedure, not critical to customer is unusable, or</p> <p>Alternative is available; deferred maintenance is acceptable, or</p> <p>No impact to service, or</p> <p>No production affected, or</p> <p>Individual customer affected.</p> <p>Note 1: The initial response time for low priority tickets must be within two days.</p>	<p>Closure is resolution date, plus 7 days.</p>
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