Heritage Technology - Service Response Prioritization

Goal is to Respond as Promptly to All Requests – Based on Technician Availability & Collective Severity Received
If HTS is unable to assess the failure remotely, transition to onsite assistance would begin
Resolution Times Will Be Based on Individual Parameters of that Service Request

Emergency
- Response Time: Within 2 Hours
- Complete System Failure Preventing Business Activity from Occurring for Over 75% of Staff
- Example: Network Device Failure of Firewall/Server, All Line is Business Applications, Shared Data Lost

Critical
- Response Time: Within 6 Hours
- Partial System Failure Preventing Business Activity from Occurring for 50% of Staff
- Example: Outages for Single Line of Business Application, E-Mail/Internet/Phones, 1 Department

Elevated
- Response Time: Within 1 to 2 Business Days
- Partial System Failure Preventing Business Activity from Occurring for 25% of Staff
- Example: Single Workstation Crashed; Non-Line of Business Application Errors

Normal
- Response Time: Within 2 to 3 Business Days
- Issues that are Annoying or Have Workarounds Available Occurring for Less than 15% of Staff
- Example: Computer Performance Slowdowns; General Questions for Technology Assistance

Service Request
- Response Time: Within 3 to 7 Business Days
- Requests that Have No Negative Results on Business for Less than 5% of Staff
- Example: Adding/Changing/Deleting of Devices/Features/Staff