

# Service Level Agreement

## Priority Levels



### Critical (L1)

Max. 2 Hour response

- Major disaster: e.g. loss of essential server(s), mission-critical LAN or widespread loss of communication.

### High (L1)

Max. 2 Hour response

- Non-availability by everyone to any program for whatever reason
- Printing problems across multiple printers
- Multiple users are being prevented from serving company customers
- Data being lost and/or corrupted
- One network down
- Problems that appear to be related to a security breach
- Users being prevented from serving internal requests
- System constantly producing incorrect results in isolated circumstances
- Constant error generation from fundamental processes

### Medium (L2)

Max. 4 Hour response

- Crash / no access to / non-availability of non-essential server
- Local and confined PC problems
- Local printer / scanner problems
- User is unable to process a particular type of service but has simple alternative
- User prevented from performing low-priority work
- Only one of many users is affected
- One PC is not working (except where it constitutes a significant portion of system)
- System produces incorrect results in a known and isolated set of circumstances which can be worked around

### Low (L3)

Max. 8 Hour response

- Program updates / Program installations
- Cosmetic changes
- Planned downtime
- Manual / instruction / user error problems