SHOAL COMPUTER SOLUTIONS LTD

INCIDENT PRIORITY MATRIX

THIS POLICY is applicable from 26th October 2019.

Priority determination

The priority given to an event that will establish how rapidly it is planned for resolution will be set depending upon a mixture of the incident severity and impact.

INCIDENT PRIORITY			SEVERITY			
			Low (4) Issue does not impact the user from performing day to day duties.	**Medium (3)** Issue stops the user from performing a segment of their duties.	**High (2)** Issue stops the user from performing vital time sensitive functions.	**Critical (1)** Service or key segment of a service is unavailable.
IMPACT	**Low (4)** No user's day to day activities affected.		Low (4)	n/a	n/a	n/a
	Medium (3) One or two staff. Degraded Service Levels but still processing inside SLA constraints.		Medium (3)	Medium (3)	High (2)	High (2)
	High (2) Multiple staff in one physical location. Degraded Service Levels but not processing inside SLA constraints or capable to execute only minimum level of service. It appears cause of incident falls across multiple functional areas.		Medium (3)	Medium (3)	High (2)	High (2)
	Critical (1) All users of a service or staff from several agencies are affected. Public facing service is unavailable. Anything listed in the Crisis Response tables.		High (2)	Critical (1)	Critical (1)	Critical (1)

Priority	Description	Contracted SLA
Not urgent	Outside the scope of the service agreement.	n/a
Low (4)	No affect to normal business day to day operations.	8 hours
Medium (3)	One or two personnel affected but a workaround is possible, or normal business is not interrupted.	4 hours
High (2)	More than two personnel but less than a whole building or site is affected, and normal business is interrupted. No workaround is possible or the path to resolution is unclear.	2 hours
Critical (1)	All users of a specific service are affected, and normal business is interrupted.	1 hour