

## Service Levels for Information Technology Services (ITS)

### **URGENT**

**Team down and unable to work. VIP tickets (EMT), Mission Critical group (identified staff who might submit highly critical tickets).**

First Response: 2 hours

Completion Time: 70% within 2 days

### **HIGH PRIORITY**

**Team impact, or user unable to work.**

First Response: 4 hours

Completion Time: 70% within 3 days

### **NORMAL PRIORITY**

**Any issue that impacts an individual and does not cause an outage.**

First Response: 8 hours

Completion Time: 70% within 5 days

### **LOW PRIORITY**

**Projects and developments scheduled far into the future.**

First Response: 16 hours

Completion Time: 70% within 10 days

**\*\*First Response and Completion Times represent normal business hours\*\***

**NOTE: ITS will develop and project plan in conjunction with the business unit requesting service. Timelines will be based on need and available resources.**