

INCIDENT PRIORITIZATION CHART

<p>SLA CLOCK RUNS</p> <h2>PRIORITY</h2> <p>TARGET RESPONSE TARGET RESOLUTION</p>	<p>UNIVERSITY/CAMPUS/SCHOOL BUILDING/DEPARTMENT</p> <ul style="list-style-type: none"> Critical or major impact Campus-wide service down or significantly degraded At least one location completely down during operating hours 10-250 individuals 	<p>MULTIPLE USERS</p> <ul style="list-style-type: none"> Moderate impact Single location's service degraded Development or test service impact in non-critical period 4-10 individuals 	<p>A FEW USERS</p> <ul style="list-style-type: none"> Low impact, where single/few users affected Outside of service's normal operating hours Affects only services related to IT operations 1-3 individuals
<p>CRITICAL URGENCY</p> <p>Significant disruption or risk to services, such as</p> <ul style="list-style-type: none"> Life safety Business transaction-critical Teaching-related High reputation, regulatory and/or legal compliance risk 	<p>24/7</p> <h1>1</h1> <p>Immediate 2 hrs</p>	<p>24/7</p> <h1>2</h1> <p>15 min 8 hrs</p>	<p>24/7</p> <h1>3</h1> <p>15 min 24 hrs</p>
<p>IMMEDIATE URGENCY</p> <p>Significant disruption or risk affecting a service that is:</p> <ul style="list-style-type: none"> NOT life safety NOT business transaction-critical NOT teaching-related NOT high reputation, regulatory and/or legal compliance risk 	<p>24/7</p> <h1>2</h1> <p>15 min 8 hrs</p>	<p>24/7</p> <h1>2</h1> <p>15 min 8 hrs</p>	<p>24/7</p> <h1>3</h1> <p>15 min 24 hrs</p>
<p>ELEVATED URGENCY</p> <ul style="list-style-type: none"> Intermittent Workaround is disruptive/risky Low reputation, regulatory and/or legal compliance risk Minor disruption 	<p>24/7</p> <h1>3</h1> <p>15 min 24 hrs</p>	<p>24/7</p> <h1>3</h1> <p>15 min 24 hrs</p>	<p>Business Hours</p> <h1>4</h1> <p>4 hrs 3 Business Days</p>
<p>LOW URGENCY</p> <ul style="list-style-type: none"> Easy workaround Little or no disruption 	<p>24/7</p> <h1>3</h1> <p>15 min 24 hrs</p>	<p>Business Hours</p> <h1>4</h1> <p>4 hrs 3 Business Days</p>	<p>Business Hours</p> <h1>4</h1> <p>4 hrs 3 Business Days</p>

PRIORITIZATION EXAMPLES

PRIORITY 1

- Complete network outage — campus wide.
- Complete myHR outage.
- Learning Management System (Canvas) outage.
- CAESAR slow response time during registration.
- AWS cloud service interruption.
- Data Network and Voice Interruption campus wide.
- Off-campus AT&T voice services outage.

PRIORITY 2

- Network outage in multiple locations on campus — business operations affected.
- ComEd power issues impacting several buildings on campus.
- High Performance Computing (Quest) job slowness.
- Access to Lecture Capture and Media Management System (Panopto) unavailable.
- Online File Storage (Box) file sync (Box Sync) not functioning.

PRIORITY 3

- Network latency/slowness in multiple locations on campus — non-critical business operations affected.
- Network outage — single building affected.
- Calls from 20 staff who are unable to register for training in myHR Learn but service is operational.
- NUFinancials unavailable to off campus users even when using VPN. All on campus functionality operational.
- One or more Learning Management System (Canvas) learning apps (LTI) not functioning.

PRIORITY 4

- Several wired network users are unable to connect within their office, but they have been able to use wireless as a workaround.
- Several students have been unable to enroll in a particular class. All other class enrollment appears to be working and Registrar has been able to manually enroll these students.
- Single computer on network unable to connect and browse the network.
- Single user encountering issues in their data. No other calls or issues.