

Solutions360 Call Priorities – **FOR INTERNAL USE ONLY**

Call prioritization will follow an "Urgency" and "Impact" guide to assigning ticket priorities of (P1-P5).

URGENCY DEFINITIONS:

1. HIGH
 - a. Impairment caused by the incident increases rapidly
 - b. Client cannot complete work that is time sensitive
 - c. A major incident can be avoided by acting immediately
 - d. VIP users are affected
2. MEDIUM
 - a. Impairment caused by the incident increases considerably over time
3. LOW
 - a. Impairment caused by the incident increases marginally over time
 - b. Work that cannot be completed is NOT time sensitive

IMPACT DEFINITIONS:

1. HIGH
 - a. A large number of client users are affected and are not able to do their job
 - b. A significant portion of the software is unusable
 - c. The incident causes a financial impact
 - d. Effect on the reputation of the business is likely to be high
2. MEDIUM
 - a. A moderate number of client users are affected
 - b. Usability is impaired, but system is not completely inoperative
 - c. The incident causes minimal financial impact
 - d. Effect on the reputation of the business is likely to be moderate
3. LOW
 - a. A minimal number of client users are affected
 - b. No or very minimal financial impact
 - c. Effect on the reputation of the business is likely to be minimal

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Priority Definitions

- Priority 1: High Impact, High Urgency
- Priority 2: High Impact, Medium Urgency
High Urgency, Medium Impact
Customizations
- Priority 3: High Impact, Low Urgency
High Urgency, Low Impact
Medium Urgency, Medium Impact
- Priority 4: Medium Urgency, Low Impact
Medium Impact, Low Urgency
- Priority 5: Low Impact, Low Urgency

		IMPACT		
		HIGH	MEDIUM	LOW
URGENCY	HIGH	1	2	3
	MEDIUM	2	3	4
	LOW	3	4	5

Address all calls in order of priority and oldest date/time. A change in call priority may occur due to missed SLA, slow response from client, etc.

Developers have additional tasks requiring them to address calls and tasks in the following order:

- P1 Calls
- P2 Calls in Quick Q
- P2 Calls
- P2 Customizations
- P3 Calls
- Core Tasks
- P4 Calls
- P5 Calls

All Customizations will start as a P2.

If a call requires a Developer to address it outside of this order, the call priority should increase as necessary to take precedent over other calls.

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