

Priorities shall be assessed for all incidents logged with the IT Service Desk and a priority will be allocated using its reasonable discretion after consultation with the user in accordance with the following table. The targets for response / resolution will apply to issues that are within the direct control of the University.

| Priority    | Description  | Examples   | Target response / resolution times during Working Hours                              |
|-------------|--|--|--|
| 1. Critical | Incidents causing the entire IT service to be inoperable or inaccessible to all users at a complete Campus and / or off campus   |  | Response – within 30 minutes<br>Resolution – within 3 hours                          |
| 2. High     | <ul style="list-style-type: none"> <li>Incidents causing severe performance degradation to or loss of a key business function</li> <li>a material part of the IT service becomes inoperable or inaccessible to all / the majority of the users of that function / service.</li> <li>also includes incidents where an individual user loses access to all / most of the key business functions</li> </ul> | <ul style="list-style-type: none"> <li>Loss of access for the majority of users to services such as Moodle, SRM, Agresso, CIPHR</li> <li>Locked accounts</li> <li>Forgotten passwords</li> </ul> | Response – within 2 hours<br>Resolution – within 1 Working Day                       |
| 3. Medium   | <ul style="list-style-type: none"> <li>Incidents causing inconvenient or inefficient operation of business functions</li> <li>minor parts of the IT Service becoming inoperable or inaccessible to one or more users</li> </ul>  | <ul style="list-style-type: none"> <li>Loss of access for a small number of users to services such as Moodle, SRM, Agresso, CIPHR</li> </ul>   | Response – within 1 Working Day<br>Resolution – within 3 Working Days                |
| 4. Low      | All other Incidents.   |  | Response – within 2 Working Days<br>Resolution – next general fix, update or release |