

## ITS Service Desk Incident Response Priority Matrix

Priority Matrix		Impact			
		State Wide Impact State wide	Site Impact Single location	Department Impact Department or Building Location	Single User Impact 1 User
Urgency	<b>Critical – Priority 1</b> System Inaccessible Work Stoppage 15 Minute Response 4 Hour Resolution Target	1	1	1	2
	<b>Urgent – Priority 2</b> Escalated Business Issue Significant functionality disruption Password Reset 1 Hour Response 8 Hour Resolution Target	2	2	2	3
	<b>Moderate – Priority 3</b> Workable functionality disruption workaround in place 4 Hour Response 2 Day Resolution Target	3	3	3	4
	<b>Minor – Priority 4</b> Administrative change or system nuisance 8 Hour Response 3 Day Resolution Target	4	4	4	5
	<b>Low – Priority 5</b> Projects, Research 8 Hour Response 4 Day Resolution Target	5	5	5	5