

Incident Management Priority

Business Critical: Priority 1

- Urgency
- Major Incident

Server or storage failure, service outage affecting groups of users, network outage, security incident and alert, backups, users can't run payroll, telephone system failure/outage and internet outage.

User Critical: Priority 2

- Business Change Request
- Users unable to process

User can't access desktop or log in, backup a lost file, corruption of network file, application stopped working/affecting individual user, user can't print.

User Change Request: Priority 3

- User Incident
- Enquiry
- General Change Request

Move PC to a different location, set-up a new email address, create a new user account, add application or access to user account.

Incident Escalation

- **1st Line Support** - Within 15 minutes of contact/escalated within 30 minutes
- **2nd Line Support** - Escalated within one hour of accepting incident
- **3rd Line Support** - Completion within SLA and resolution worked until fix has been implemented

Business Critical and Major Incidents (server, internet or network outage) will be escalated at initial point of contact to a senior systems engineer (3rd line support) and worked on in accordance with the SLA. The helpdesk is made up of a majority of experienced 2nd & 3rd line support/systems engineers, and therefore the appropriate expertise will be available to proactively manage the incident requests generated.

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