

Support Desk SLA Matrix

SUPPORT HOURS	
Monday – Friday	7am-7pm
Saturday – Sunday/Public Holidays	9am-2am

SLA PRIORITY	RESPONSE	RESOLVE
P1	30 MIN	4 HRS
P2	45 MIN	8 HRS
P3	1 HR	24 HRS
P4	2 HRS	48 HRS

PRIORITY MATRIX	BUSINESS IMPACT
PRIORITY 1	WHOLE COMPANY IS AFFECTED/ENTIRE SERVICE DOWN – (NO WORKAROUND AVAILABLE)
PRIORITY 2	LARGE GROUP AFFECTED/VIP USERS AFFECTED – (WORKAROUND AVAILABLE)
PRIORITY 3	LIMITED FUNCTIONALITY (WORK AROUND AVAILABLE)
PRIORITY 4	REQUEST FOR INFORMATION/REQUEST

***Please note that these timelines may be affected when a ticket needs to be escalated to a vendor.**