

# SUPPORT DESK SLA MATRIX

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

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

<b>PRIORITY MATRIX</b>	<b>BUSINESS IMPACT</b>
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.**