



Ticket Priority Definitions

Each time a ticket is created it must be assigned a priority. The priority selected affects the way Cybersecurity support team manages the completion of the ticket. The Priority drop-down is found on the “new ticket” form as well as the “post reply” form in the ticket system. These priorities correspond to an SLA level. They are as follows:

Note: The default priority is “Policy Change.”

- **Emergency Policy Change:** You are allowed to receive two (2) emergency policy change requests each month. These requests are for emergency add/change/remove requests. Emergency policy changes will be processed within two (2) hours of submission. Subsequent emergency policy requests may incur an additional charge.
- **Policy Change:** Routine add/change/remove requests. These requests are to be either closed or awaiting customer response within four (4) hours of receipt Monday through Friday, 8:00 AM to 5:00 PM in the time zone of the customer location. Bulk changes will be completed within one (1) business day of receipt within the 8:00 AM to 5:00 PM window.
- **Low Priority Outage:** Indicates that the service is useable, but degradation is apparent. Impact on business/security is low. Low priority outages will be resolved within 24 hours of submission.
- **Medium Priority Outage:** Indicates that the service is useable with a work around, however is operating in a severely degraded mode. Impact on business/security is moderate. Medium priority changes will be resolved within eight (8) hours of submission.
- **High Priority Outage:** Indicates that the service is not useable and is having a significant impact on business/security. High priority outages will be resolved within four (4) hours of submission.