What does the priority mean?

Response Times

Urgent - A problem or issue impacting a significant group of clients or any mission critical Compass issue affecting a single client. **Business Hours Response Time** - 30 Minutes

High - Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported Compass Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly. **Business Hours Response Time** - 60 Minutes

Normal – Routine support requests that impact a single user or non-critical software or hardware error and a work-around solution exists. **Business Hours Response Time** - 8 Hours

Low - A minor service issue or general inquiry.**Business Hours Response Time** - 16 Hours

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which a support personnel will be assigned the ticket, or by the assigned department's manager to initiate support activities. Every effort will be made to immediately respond to and resolve all **Urgent** *calls.*

Priority Definitions

Calls that are made to the Compass Help Desk are prioritized based on the nature, severity and time of the call. The following definitions have been developed in order to service clients in the most efficient manner possible.

Urgent: A problem or issue impacting a significant group of clients or any mission critical Compass issue affecting a single client.

When an *Urgent* situation occurs, it is of vital importance that we have a clear understanding of the severity of the issue and that the proper Compass personnel are contacted immediately so that the necessary resources can be applied to resolve the issue. In addition, the client/clients **must be** kept informed as to the progress of the situation.

Examples: (but not limited to):
- Critical network server is down
- A portion of the network is down (connectivity lost)
- E-mail not routing or down
- Internet connection is lost or slows enough to drop connections
- Unable to access shared data resulting in work stoppage
- Designated key users impacted by issues
- Client is experiencing monetary loss
- Client is servicing a customer and he/she is waiting

High: Non critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported Compass Services; however, the services are still operational. Support issues that could escalate to *Urgent* if not addressed quickly.

Examples: (but not limited to):
- Setting up new user accounts which have been properly submitted
- Single user unable to use other workstations to remain productive
- Printing issues for multiple users
- Locked or restricted user accounts

Normal: Routine support requests that impact a single user or non-critical software or hardware error and a work-around solution exists.

Examples: (but not limited to):
- Single user may be able to use other workstations to remain productive
- Printing issues for single users
- User productivity affected, but not completely halted

Low: A minor service issue or general inquiry.

Examples: (but not limited to):
- Intermittent problems with workstation but user still able to remain productive
- Non-critical tutorial questions
- User productivity may be slightly affected but never completely halted
- User requesting assistance with copying or moving of non-critical files
- Technical consultations for pending purchases

Project: A long term project or service request with no specific expectations on response time. *Project* issues will be resolved in the order in which they are received. However, there will be times when Compass staff will have to evaluate specific timeliness needs.

Examples: (but not limited to):
- Customized application programming requests for a specific client
- Customized application programming requests for all clients

zendesk

HELP DESK