

## Incident Priority Level

Priority Code	Name	Event Description
1	<i>Critical</i>	Life Safety or Catastrophic Failure or IT Load Loss
2	<i>High</i>	Loss of Redundancy or System-Wide Vulnerability
3	<i>Medium</i>	Redundancy Intact
4	<i>Low</i>	Minimal effect on data center operations
5	<i>Planned</i>	Request

## Examples for Each Priority Level

### Priority Level 1—Critical: Life Safety or Catastrophic Failure Actual or Imminent IT Load Loss

Level 1 Incident Examples	Action to be taken
<ul style="list-style-type: none"> <li>An injury that causes death or injury for which hospital admittance is necessary (for one person or more).</li> <li>A building fire for which evacuation or fire department response is necessary.</li> <li>Hazardous material released into the environment.</li> <li>A natural disaster with obvious building damage.</li> <li>Equipment failure that causes or could cause an SLA Breach to more than 1 customer</li> <li>PDU or other electrical distribution failure with IT load loss.</li> <li>One or more server racks down with IT load loss.</li> <li>UPS on battery because of a distribution failure—recovery not likely.</li> <li>UPS system on bypass—servers are on raw utility power.</li> <li>Total loss of water to the building—recovery not likely.</li> <li>Large-scale cooling system failure. IT load loss is imminent.</li> <li>An event that causes actual or imminent loss of IT load.</li> </ul>	<p>When EOPs are available and recovery is possible:</p> <ul style="list-style-type: none"> <li>Do the applicable EOPs.</li> <li>Escalate immediately to SLT</li> </ul> <p>When applicable EOPs are <i>not</i> available:</p> <ul style="list-style-type: none"> <li>Escalate immediately to SLT</li> <li>SLT activate Major Incident Plan</li> </ul>

### Priority Level 2—High: Loss of Redundancy or System-Wide Vulnerability

Level 2 Incident Examples	Action to be taken
<ul style="list-style-type: none"> <li>An injury that results in emergency medical care, or when medical care beyond first aid is necessary for two or more persons.</li> <li>Equipment failure that causes or could cause an SLA breach to a customer</li> <li>Chiller failure—if the system is at N capacity.</li> <li>Chilled water pump failure—if the system is at N capacity.</li> <li>Loss of BMS control or monitoring to the building</li> <li>Fire system malfunction.</li> <li>Power transferred to generators automatically or manually.</li> </ul>	<ul style="list-style-type: none"> <li>Do the applicable EOPs.</li> <li>Escalate as soon as possible to SLT</li> <li>Decision taken by CEO, Head of Operations to activate Major Incident Plan</li> </ul>

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### Priority Level 3—Medium N+1 Redundancy Remains ( Business as Normal )

Level 3 Incident Examples	Action to be taken
<ul style="list-style-type: none"> <li>An injury for which medical care beyond first aid is necessary for only one person.</li> <li>Chiller failure—if the system has N +1 or more redundancy remaining.</li> <li>Chilled water pump failure—if the system has N +1 or more redundancy remaining.</li> <li>Fire alarm started because of a malfunction or non-emergency issue.</li> <li>Other events that decrease the capacity of control systems, but do not cause system failures.</li> </ul>	<ul style="list-style-type: none"> <li>Do the applicable SOPs.</li> </ul>

### Priority Level 4 Low: Minor Issues

Level 4 Incident Examples	Action to be taken
<ul style="list-style-type: none"> <li>An injury for which only first aid treatment is necessary.</li> <li>Individual CRAH or CRAC issues (not SLA affecting)</li> <li>Small leaks (oil, coolant, water).</li> <li>Filter issues.</li> </ul>	<ul style="list-style-type: none"> <li>Do the applicable SOPs for regular maintenance or repair.</li> </ul>
Level 4 Change Management Examples	Announcing a Procedure in Progress
<ul style="list-style-type: none"> <li>Regular activities with minimal risk of effect on the critical load.</li> </ul>	(Not applicable)

### Priority Level 5 —Planned: Request

Level 5 Event Examples	Action to be taken
<ul style="list-style-type: none"> <li>Customer Request</li> <li>Sales Opportunity</li> </ul>	<ul style="list-style-type: none"> <li>Request Fulfillment</li> </ul>