If you need to raise a severity 1 or 2 call on CSC use the telephone and call one of these two numbers please:

Europe: +44 2030 241 103

North America: +1 514 798 5787

CSC's expectation is that severity 1 or 2 calls will be notified to the helpdesk verbally (with an email to follow if required).

If you raise a severity 1 or 2 call by email than you could find that it is an hour or more before anything happens, as email tickets are processed infrequently depending what else is going on at the CSC Help Desk.  A severity 2 call will have no CSC action taken on it at weekends

The CSC definitions of severity ratings are these.

Severity 1 – Major outage impacting large numbers of users or a vital part of their business. Problem is critical to the business. A solution is required as soon as possible. The problem is likely to be affecting many users across multiple functions/sites. No SAP, IXOS and/or TRA/X availability

Severity 2 – Outage affecting several users with some impact on the business. Problem may be critical to the business and will affect the business operation. The problem may affect many users within a limited area.

Severity 3 – Outage affecting a single user or server, often with a workaround available. Problem is non-critical to the business. A solution is available through work-around or use of other computer facilities. Problems are likely to affect individual users.

Severity 4 – Change Request.  Request for service, change, administration, hardware moves, etc. Examples of requests for service are new user accounts, user to be added to a specific application group. Examples of changes are G01 and G02 minor changes.