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| **Grand Opening Support Severity Level/Escalation Matrix** |

Objective: This purpose matrix helps define the severity level of specific issues. Issues impacting the Restaurant that create customer satisfaction problems may be moved into the Severity 1 category at the Operator’s request. Use this guideline appropriately to reduce negative impact.

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| **(P1) Critical** – any condition that prevents Operators or Staff from performing business critical functions. | **(P2) High** – an outage of a component of the system with a material impact on CFA business functions. | **(P3) Medium** – an issues that does not have a material impact on CFA business functions, but requires resolution in the near future. | **(P4) Low** – an issue or request that does not require immediate resolution. |
| Troubleshoot/Escalate up to 15 Minutes Resolution at same day! | Troubleshoot/Escalate up to 20 Minutes Resolution at up –to 2 business days. | Troubleshoot/Escalate up to 60 Minutes Resolution at up –to 4 business days. | Troubleshoot/Escalate up to 24 Hours Resolution at up-to 5 business days. |
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| Drive-Thru POS Order Taker Register Down. | Inability to Print Payroll Checks. | POS Peripherals Down (Cash Drawers, Swipe Reader, Printers) | Enhancement requests |
| Drive-Thru POS MoneyTaker (Cashier) Register Down. | Inability to Mark P&L | Any UPS Down | KPS Routing Requests |
| Drive-Thru Down or ANY KPS Systems Down (Bagging or Grill) | Inability to Create New Employees on POS or Web Systems. | Any Receipt Printer Down. |  |
| 2+ Counter POS Registers Down | One Counter Register Down | Back Office Printer Down. |  |
| All Register Management Applications Down. FOH and BOH | FOH or BOH Management App(s) Down | All Other Web Applications are Down. |  |
| Unable to “Sign In” on POS Register. | Unable to close cashiers from the POS System/Reconciliations issues. | SmartSafe is Offline. |  |
| Unable to “Clock In” on POS Register. | ServicePoint EP is down. | Team Member Provisioning (Identity Management) |  |
| Unable to Change Prices on the POS System (for 10+ stores within 30 minutes) | Data export failures (e.g. Cashier Date) | All issues not defined by another Severity that is not revenue impacting . |  |
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| Tax Rates are ringing up incorrectly on the POS System. | Operator cannot Access any I.T. System. (Password or Identity issue) | Customer WiFi Down | Tax Rates are ringing up incorrectly on the POS System. |
| Prices are incorrect of the POS System. | Inability to “Log On” to Payroll, Time Punch, InFORM, @CFA Intranet. | BYOD (Bring Your Own Device) Down. | Prices are incorrect of the POS System. |
| POS Server Offline or Down (will not boot, or POS applications will not launch). | Unable to close day or perform “End of Day” from the POS system. | Envysion Security Camera/DVR System Down. |  |
| Multiple POS Registers Down. | Primary Connectivity is Down and Backup Connectivity is Functioning Properly. | Cashier, Sales, or Labor Reports unavailable. |  |
| Credit Software Down – Unable to take Credit or CFA cards on all Registers or Drive-Thru Cashier Register. | Multiple (2 or more) Payment Terminals Down. | Restaurant PC is not working. |  |
| Multiple Device Connectivity (i.e. iPOS, Lean iPad Down); Mobile Payment Connectivity; Customer Online/Mobile Ordering Down. | Network Outage |  |  |
| All Payment Terminals Down. | KPS Routing issue (as a result of a recent change). |  |  |
| Drive-Thru Payment Terminal down. | Unable to Create/Change Prices on the POS System (for less than 10 stores). |  |  |
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| Primary and Backup Connectivity are both Down. | Labor Application |  |  |
| **FULL SYSTEM OUTAGE** \*\*Resolution at 4 hrs\*\* |  |  |  |