

University of Exeter – Priority Matrix

URGENCY	IMPACT			
	Priority / Reaction time	High Total Loss	Medium Partial Impact	Low Minor Impact
	High Immediate Action	<p>Site down/service not functioning.</p> <p>Affects entire University or large number of users.</p> <p>Incident during peak/critical period.</p> <p>Incident affects a group of users P1</p>	<p>Site/service functioning but performance is degraded.</p> <p>Affects only a small number of users.</p> <p>Incident during normal/critical period. P2</p>	<p>Small impact on live service or operations.</p> <p>Affects only a small number of end users.</p> <p>Incident during quiet period. P3</p>
	Significant Standard Response	<p>Site down/service not functioning.</p> <p>Affects a building/department or significant number of users.</p> <p>Incident during normal period. P2</p>	<p>Site/service functioning but performance is degraded.</p> <p>Affects only a small number of end users.</p> <p>Incident during quiet period. P3</p>	<p>No impact on live service or business operations.</p> <p>Usually affects only a single user. P4</p>
	Regular Planned	<p>Site down/service not functioning.</p> <p>Affects only a small number of end users.</p> <p>Incident during quiet period. P2</p>	<p>Site/service functioning but performance may not be optimal</p> <p>Usually affects only a single user P4</p>	<p>Advisory or general enquiry.</p> <p>Any work is planned or project related. P5</p>

URGENCY	IMPACT			
	Priority / Reaction time	High Total Loss	Medium Partial Impact	Low Minor Impact
	High Immediate Action	Priority 1 1 Hour response* Escalation – 1 hour	Priority 2 8 Hour response* Escalation – 8 hours	Priority 3 2 day response* Escalation – 2 days
	Significant Standard Response	Priority 2 8 Hour response* Escalation – 4 hours	Priority 3 2 Days response* Escalation – 2 days	Priority 4 5 Days response* Escalation – 5 days
	Regular Planned	Priority 2 8 Hour response* Escalation – 2 days	Priority 4 5 Days response* Escalation – 5 days	Priority P5 20 Days* Escalation – 20 Days

* Response times refer to working hours and days which is Monday – Friday 09:00 – 17:00 only

Incident Priority Definition Table

CRITICAL – P1	HIGH – P2	NORMAL – P3	LOW – P4
<p>Response time: 1 Hour</p>	<p>Response time: 8 Hours</p>	<p>Response time: 2 days</p>	<p>Response time: 5 days</p>
<p>Criteria</p> <p>Any major failure affecting an entire site/business or more than one device/server</p> <p>Examples:</p> <ul style="list-style-type: none"> ▪ Connectivity failure ▪ Site down e.g. Aptos, Website ▪ Site performance severely affected ▪ Service affecting packet loss ▪ Inability to monitor multiple devices or probe stale ▪ Failure of multiple nodes in a cluster 	<p>Criteria</p> <p>Incident affecting single, critical device/server</p> <p>Example:</p> <ul style="list-style-type: none"> ▪ Single node failure in cluster ▪ Degradation of site performance ▪ Inability to monitor single device/server ▪ Tests stale ▪ Failure of firewall or load balancer ▪ Minor service affecting packet loss ▪ Backup failure 	<p>Criteria</p> <p>Normal service requests and incidents affecting non-critical device/server</p> <p>Examples:</p> <ul style="list-style-type: none"> ▪ Regular change requests within live environment. ▪ Addition or removal of firewall rules ▪ DNS additions or removal ▪ Adding user accounts ▪ Restoration of data from backup ▪ Individual monitoring test failed 	<p>Criteria</p> <p>Low priority service requests and incidents with no impact on live environment</p> <p>Examples:</p> <ul style="list-style-type: none"> ▪ Test environment service affected ▪ Change requests within test environment ▪ Customer technical enquiry (how does this device work? etc) ▪
<p>Escalation</p> <p>Immediate notification to Engineers</p> <p>Escalation direct to 3rd line</p> <p>Escalation direct to Incident Manager</p> <p>Notification to senior management immediately</p>	<p>Escalation</p> <p>Immediate notification to Help Desk Supervisor.</p> <p>Incident Manager also informed.</p> <p>Notification to Team leader/Manager if response SLA not met.</p>	<p>Escalation</p> <p>Notification to Team leader/Manager if response SLA not met.</p>	<p>Escalation</p> <p>Notification to Team leader/Manager if response SLA not met.</p>

P5 Planned

Software Development
Upgrading existing hardware
Admission to machine room for engineer
Ad-hoc implementation work / chargeable resource
Requests for updates to escalation docs
Regular service/health check documents
Regular reports from backup etc
Production of documentation (such as server build doc)
Adding user to Biometrics
Planned maintenance alerts from carriers
Customer advisory of planned maintenance or work under way
Power audits and documentation

NOTES

All implementation work should go through projects team