



SLA Definitions

Name

Search

Actions on selected rows...

New

All

Q

Name

Type

Target

Duration

Table

Updated

Q

ATF - test all conditions

SLA

Resolution

1 Hour

Incident [Incident]

2019-11-25 16:32:11

ATF - test start/pause/stop conditions

SLA

Response

1 Hour

Incident [Incident]

2019-11-25 16:32:11

Q

Database group resolution (P1 only)

OLA

Resolution

1 Hour

Incident [Incident]

2019-09-10 18:03:19

Hardware Group - Priority 4

SLA

Response

1 Hour

Incident [Incident]

2024-11-14 21:16:32

Network group resolution

OLA

Resolution

4 Hours

Incident [Incident]

2019-09-10 17:54:49

Priority 1 resolution (1 hour)

SLA

Resolution

1 Hour

Incident [Incident]

2019-09-10 17:54:49

Priority 1 response (15 minutes)

SLA

Response

15 Minutes

Incident [Incident]

2019-09-10 17:55:07

Priority 2 resolution (8 hour)

SLA

Resolution

8 Hours

Incident [Incident]

2019-09-10 17:54:49

Priority 2 response (1 hour)

SLA

Response

1 Hour

Incident [Incident]

2019-09-10 17:55:07

Priority 3 resolution (1 day)

SLA

Resolution

1 Day

Incident [Incident]

2019-09-10 17:54:49

Priority 3 response (4 hours)

SLA

Response

4 Hours

Incident [Incident]

2019-09-10 17:55:07

Priority 4 resolution (2 day)

SLA

Resolution

2 Days

Incident [Incident]

2019-09-10 17:54:49

Priority 4 response (8 hours)

SLA

Response

8 Hours

Incident [Incident]

2019-09-10 17:55:07

1

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