SLA Definitions | ServiceNow

dev271510.service-now.com/now/nav/ui/classic/params/target/contract_sla_list.do

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SLA Definitions Name Search

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All

Name	Type	Target	Duration	Table	Updated
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
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
Hardware Group-Resolution	SLA	Resolution	16 Hours	Incident [incident]	2024-11-14 21:27:48
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

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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

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