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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Type** | **Duration** | **Start condition** | **Stop condition** | **Pause condition** | **Schedule** | **Business Hours** | **Email Communication 1** | **Email Communication 2** | **Email Communication 3** |
| SLA | 18 hours | Priority = 3 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm | Upon 75% SLA passed if no resolution achieved, trigger an email to the Incident Owner | Upon 100% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager, Seth Belz, Kelly Hanson and Paul Kobilka# |  |
| SLA | 10 hours | Priority = 2 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm | Upon 50% SLA passed if no resolution achieved, trigger an email to the Incident Owner | Upon 75% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager, Retail IT Group | Upon 100% SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager, |
| SLA | 4 hours | Priority = 1 | Incident State = Resolved or Closed | Incident State = Awaiting user Info | 24/7 Support | 24 hrs | Upon 50% [i.e. 2hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager | Upon 75% [i.e. 3hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager, | Upon 100% [i.e. 4hours] SLA passed if no resolution achieved, trigger an email to the Incident Owner, Incident Owner's Manager, |
| SLA | 60 mins | Priority = 3 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |  |  |  |
| SLA | 30 mins | Priority = 2 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/5 Support | 8am \* 5pm |  |  |  |
| SLA | 15 mins | Priority = 1 and Incident State = New | Ticket is Assigned to an Individual | Incident State = Awaiting user Info | 24/7 Support | 24 hrs |  |  |  |