

# How Your Incident Tickets are Prioritized by Service Desk

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Whenever you report an issue via IT Service Portal, email or by phone call, you get an automatic e-mail notification of your incident with unique incident number.

Service Desk manages all incident tickets according to their priority level. This article explains how your tickets are prioritized by Service Desk.

What is Priority?

Priority is a category used to identify the relative importance of an Incident, Problem or Change. It is based on impact (e.g. number of users affected) and urgency (e.g. criticality of business process impacted) of the incident (as explained below), and is used to identify required times for actions to be taken.

If submitting your issue via phone or email, the service desk agent will determine impact and urgency based upon your information. If submitting your issue via the IT Service Portal, you can select the number of users affected as an indication of the impact and the service desk agent will determine urgency from your description of the issue.

Details:

Impact

Urgency

= a measure of the effect of an Incident, Problem or Change on Business Processes.

Impact is often based on how agreed Service Levels will be affected and may be assessed by considering the number and business roles of the people affected or the business functions supported by the systems affected.

= a measure of how long it will be until an Incident, Problem or Change has a significant Impact on the Business.

Please note: A high Impact Incident does not necessarily have an immediate Impact.

Priority

= a category used to identify the relative importance of an Incident, Problem and Change.

Priority is based on Impact and Urgency and is used to identify required times for actions to be taken.

The Incident, Problem and Change will be assigned a Priority Level based on an assessment of Impact and Urgency as set out by the permutations in the Matrix below:

Priority "5 –Only Planning" e.g. for development/test systems affected.

## Description of Priority Levels

### Priority

#### Description

#### Priority 1

Very high

(Critical Incident)

High Impact and High Urgency

A Critical Priority Incident has priority over all other Incidents and activities and requires the highest level of response with immediate management notification.

(1) there is no circumvention or Workaround available; and

(2) an Emergency Change may be required.

#### Priority 2

High

A High Impact and Medium Urgency; or Medium Impact and High Urgency

High Priority Incident has priority over all other Incidents with the exception of Critical Priority Incidents. Incidents designated with this Priority Level will require continuous effort to resolve and immediate management notification.

(1) typically a circumvention or Workaround is available; and

(2) an Emergency Change is not required but a Normal Change may be required by a date and time in the near future specified by Customer.

#### Priority 3

Medium

Low Impact and High Urgency; or Medium Impact and Medium Urgency; or High Impact and Low Urgency

A Medium Priority Incident has priority over Low Priority and Planning Priority Incidents. Incidents designated with this Priority Level will generally be managed by the second-line support areas.

(1) there is typically a circumvention or Workaround available; or

(2) an Emergency Change is not required, but a Normal Change may be required by a date and time in the near future specified by Customer.

#### Priority 4

Low

Low Impact and Medium Urgency; or Medium Impact and Low Urgency

A Low Priority Incident has the lowest priority of all Incidents with the exception of Planning Priority Incidents. Incidents designated with this Priority Level will generally be managed by the second-line support areas.

(1) there is typically a circumvention or Workaround available; or

(2) any required Normal Changes can be planned for a date and time that is mutually acceptable to both Parties.

Priority 5

Very Low

(Planned)

Low Impact and Low Urgency

A Planning Priority Incident has the lowest priority of all Incidents. Incidents designated with this Priority Level will generally be managed by the first-line support area or the Service Desk.

(1) there is a circumvention or Workaround available; or

(2) there is a Standard Change available, or any required Normal Changes can be planned for a date and time that is mutually acceptable to both Parties.

Important: This priority is reserved for planning purposes and internal process e.g. for development/test systems affected.

Examples of Priority Levels

#

Short description

Impact

(affected user)

Urgency

(time-criticality)

Priority

1

Central SAP ERP system down

High

High

1

2

Internet access for a location is disrupted

High

Medium

2

3

WLAN access point for a building/floor broken

Medium

Medium

3

4

Installation of a software via Software Distribution System failed for one end user

Low

Medium

4

5

Complete department (AD domain) not able to logon

Medium

High