There are two performance categories that SLAs are separated into:

* Case Response Time
* Case Update Time

There are 4 severity statuses:

1. Urgent
   * Critical business functionality is non-operational and/or multiple user groups not able to perform tasks with no accepted or readily available workaround
     + Complete loss of service or
     + Application is not available/un-workable for more than 25% of users
2. Important
   * Business applications affected and/or multiple users not able to perform tasks or can function with a known/acceptable workaround
     + System response is extremely slow for a specific functional area/team
     + Group of users cannot login
     + Failure in functionality
3. Medium
   * Minor loss of service or Request for advice to resolve difficulty in using
     + Individual suer experience non-critical issue with functionality
     + The impact is an inconvenience for which a work around exists
4. Low
   * Request for information, enhancement, documentation clarification or issues not impacting performance or operability
     + Individual user has issue that can be tolerated in short term
     + Update or clarification of KPMG provided documentation
     + Review of standard functionality