

Prioritization Plan

Scenario

On July 8, 2025 a major network outage affected multiple clients (Global Design Inc. and Peak Solutions) simultaneously, along with several additional individual support tickets submitted during the same period.

Categorized Tickets

Ticket ID	Submitted by	Issue Description	Category
#001	Alex Reynolds (Global Design)	Critical network outage affecting all users, no internet or cloud access.	Network Outage / Major Incident
#002	Natalie Kim (Peak Solutions)	Total network failure affecting the entire office, no online access.	Network Outage / Major Incident
#003	Sarah Chen (Creative Solutions)	Request for expedited graphic design software installation for a project.	Service Request
#004	Mike Johnson (FinTech Advisors)	Locked out of email, requesting password reset for urgent financial work.	Account Access
#005	Emily Turner (BuildRight Construction)	Laptop screen flickering, impairing work.	Hardware Issue

Prioritization Plan

Priority Level	Tickets	Reasoning & Actions
High Priority	001 & 002	These tickets represent a major incident as defined by ITIL: widespread outage impacting multiple clients' business-critical operations. Immediate escalation to the network support team, log as major incident, send out communication to affected users acknowledging the issue and providing updates.
Medium Priority	004 & 005	Individual impact, but with urgency: inability to access email for time-sensitive financial work (004) and hardware failure affecting productivity (#005). Acknowledge receipt, assure client of action, and resolve after high-priority network outage is addressed.
Low Priority	#003	Service request (non-incident) for software installation. Does not impede immediate business operations. Queue for later or delegate if resources become available.

Justification

This prioritization was based on assessing impact and urgency of each ticket:

- High priority assigned to network outage tickets because of their broad operational impact & urgency.
- Medium priority assigned to individual critical tasks (email access, hardware issue) with no broader impact.
- Low priority assigned to non-critical service request.

Next Steps

Escalate network outage tickets immediately & provide regular client updates.

Acknowledge medium/low priority tickets & resolve once resources become available.

Document all actions & decisions in ticketing system.

Summary

This plan ensures business-critical issues with the widest impact are addressed first while maintaining transparency and trust with all clients through clear communication and proper documentation.