

Keepnet Support Table

Keepnet Support Table			Urgency		
			Low	Medium	High
			The problems that do not prevent users to do their jobs/duties.	The problems that prevent users to do some part of their jobs/duties.	The problems that prevent users to do jobs/duties. Critical parts of the service do not function.
I m p a c t	High	Wide outage (100+ users)			Priority 1 - Critical: 2 hours response and 8-hours resolution
	High	Loss of all service to 1- 5 authorised users or partial loss of service to 6- 100 authorised users	Priority 3- Moderate: 6-hours response and 3 business days for resolution	Priority 2- high: 4-hours response and 2 business days for resolution	Priority 1 - Critical: 2 hours response and 8-hours resolution
	Medium	Partial loss of service affecting 2-5 authorised users	Priority 4- low: 24-hours response and 5 business days for resolution	Priority 3- Moderate: 6-hours response and 3 business days for resolution	Priority 2- high: 4-hours response and 2 business days for resolution
	Low	No loss of service or effecting only 1 authorised user	Planning 2 business days response and 7 business days for resolution	Priority 4- low: 24-hours response and 5 business days for resolution	Priority 3- Moderate: 6-hours response and 3 business days for resolution