

Priorities and Resolution Target Times

The following matrix sets out the different Priorities, Impact Levels, and Resolution Target Times used by Information Services*:

Priority	Risk	Description	Resolution Target Time	Impact
P1 Critical	Critical	Priority 1 – Issue has a critical effect on customer business. A core IT Service has failed or is degraded (e.g. a Production system is down or a Network incident) which affects multiple customers who are unable to work.	4 Hours	Critical Business Impact
P2 Urgent	Urgent	Priority 2 – Indicates a major system is degraded and/or an issue is present, which prevents the customer from working entirely.	1 Working Day	Significant Business Impact
P3 High	High	Priority 3 – Indicates the system or application is usable, but that some features, not critical to operations, are unavailable (e.g. a non-essential service has failed, affecting a small number of customers).	2 Working Days	Moderate Business Impact
P4 Normal	Normal	Priority 4 – Indicates the problem does not significantly impact operations and a workaround is available.	5 Working Days	Low Business Impact.
P5 Low	Non Urgent	Priority 5 – Best endeavours or needs further investigation. Mostly used for Change Requests.	10 Working Days	Minor Business Impact
P9 Scheduled	Scheduled	Priority 9 - Used for specific work which has no time constraints. Often used for work packages within specific projects	No Established Time Limits	No Business Impact

HIGHER
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 Impact Priority
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 LOWER

**Information Services will review these times annually, and update where appropriate.*