

SERVICE EXPECTATIONS

In order to set the proper expectations of our clients and their staff, we have created this sheet to detail all aspects of delivering support by defining the priority levels, stages of a ticket, the response time, resolution plan time, and the resolution goal of each support request that is submitted. Each issue is considered an individual ticket and time is tracked at each stage until the ticket is considered resolved to help us meet these goals.

Types of Requests

There are 3 main types of support requests that are submitted on a daily basis.

Issue/Problem – Something is broke or not working as expected. These type of issues receive a Priority based on the Severity and Impact of the problem/issue in order to determine the appropriate response and resolution goals.

Help/Assistance – Someone needs help with technology but nothing is necessarily broken. i.e. Help with an Excel formula or formatting a Word document. These type of requests are always considered a Priority 3.

Service Request – As the name implies, this would include moving equipment, adding users, making changes to user accounts or installing software. Since this type of request should be pre-planned by the client, these are always considered a Priority 3.

Priority Levels

The level of priority a ticket receives is determined by the severity and impact of the issue. This allows us to prioritize every issue for multiple clients that will give us direction on which issues to address first, second, and so on. Since we manage numerous companies it is critical that we have a true and accurate priority for each issue. For this reason we have created a matrix that will determine the priority based on the impact and severity of the issue. These priorities can only be overridden by the primary contact of the account.

Priority 1 – This priority is used to mark the most critical issues (emergencies) that need attention before all others.

Priority 2 – This priority is used to mark important issues that need to be addressed as soon as possible.

Priority 3 – This priority is used to mark standard or typical issues that need to be addressed.

Priority 4 – This priority is used to mark an issue that does not have a deadline to be resolved.

	High Severity	Medium Severity	Low Severity
High Impact	Priority 1	Priority 1	Priority 2
Medium Impact	Priority 2	Priority 3	Priority 3
Low Impact	Priority 3	Priority 3	Priority 4

Impact

High – Critical or major business processes are stopped

Medium – Business is degraded but there is a reasonable workaround

Low – Minor issue that is more of a nuisance or irritation than a stoppage

Severity

High – Entire Company is affected

Medium – Department or large group of users are affected

Low – Individual user or small group of users are affected

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Stages of a ticket

Each ticket goes through multiple stages before the issue is actually resolved. By setting goals for each stage and measuring the actual time involved, we can provide better response and resolution expectations. Below is a simple explanation of each stage followed by a chart detailing the times for each stage.

Not Responded –A ticket has been submitted to us but has not been seen or addressed by a member of our staff.

Responded –We review the ticket in order to understand the issue and communicate with the contact.

Resolution Plan – Once a ticket is scheduled or in progress.

Resolved – When the issue is considered complete.

Waiting (Do Not Escalate) – If we are waiting on something that is out of our control such as a response from the ticket contact or a vendor in order to move to the next step in resolving the issue.

Response and Resolution Times

Our goal is to provide a maximum response and resolution time based on the numbers below. Since every issue is different and may include items that are out of our control such as specific vendor help, software limitation, acts of God, etc., we work to reach these numbers for more than 90% of all issues.

Trouble	Priority	Response Time (in hours) *	Resolution Plan (in hours) *	Resolution Goal (in days)
Most critical issues (emergencies) that need attention before all others.	1	2 Hours	4 Hours	1 Day
Important issues that need to be addressed as soon as possible.	2	4 Hours	1 Day	2 Days
Standard or typical issues that need to be addressed.	3	1 Day	2 Days	4 Days
Issue that does not have a deadline to be resolved.	4	Anytime	Anytime	N/A

** All hours are measured from the time the ticket was received and days are based on our daytime service hours. i.e. If a Priority 1 ticket was received at 12:00pm, we would respond no later than 2:00pm and would have a resolution plan in place no later than 4:00pm with a goal of resolving the issue by 11:59am the next business day as long as the ticket did not go into a Waiting status.*

Service Hours

Daytime Service Hours – M-F 8:30am to 5:00pm – standard service hours

Evening Service Hours** – M-F 5:01pm -9:00pm – may include additional charges if not pre-planned

Night and Weekend Service** – any times other than Day or Evening Service and may be subject to additional charges

**Any non-emergency issues to be addressed outside of our normal daytime service hours must be pre-planned and pre-approved by the primary contact at least 3 business days prior to us coming on site.