Service Levels for Information Technology Services (ITS)

**URGENT**
Team down and unable to work. VIP tickets (EMT), Mission Critical group (identified staff who might submit highly critical tickets).
- First Response: 2 hours
- Completion Time: 70% within 2 days

**HIGH PRIORITY**
Team impact, or user unable to work.
- First Response: 4 hours
- Completion Time: 70% within 3 days

**NORMAL PRIORITY**
Any issue that impacts an individual and does not cause an outage.
- First Response: 8 hours
- Completion Time: 70% within 5 days

**LOW PRIORITY**
Projects and developments scheduled far into the future.
- First Response: 16 hours
- Completion Time: 70% within 10 days

**First Response and Completion Times represent normal business hours**

**NOTE:** ITS will develop and project plan in conjunction with the business unit requesting service. Timelines will be based on need and available resources.