

Problem Severity Definition

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Priority 1 SERVICE LOST ALL USERS	<i>The ability to conduct business or service the customer has stopped.</i> Examples: Server down, network down, database down, application down, concurrent mgrs. Down
Priority 2 SERVICE DEGRADED	<i>Service is seriously degraded but can continue its operations ,via a work-around or incremental resource for a short period of time before business stops.</i> Examples: Extremely slow system performance, a piece of application functionality is down or has a “bug”
Major SERVICE LOST SINGLE/SMALL USERS	<i>Service is lost by a single or small number of users, affecting significant business functionality. Problems or incidents where a work-around exists or can be developed with a small amount of incremental resources.</i>
Ordinary OPERATE NORMALLY	<i>Problem or incident where single users can operate some of the system activities normally, but a definite problem is identified.</i>
Request	<i>Anycall from single users or site groups that are requesting a new service o some clarification (request a new user logon, a new network setup, the meaning of a system message)</i>