## Problem Severity Definition

<table>
<thead>
<tr>
<th>Priority 1</th>
<th>SERVICE LOST ALL USERS</th>
<th>The ability to conduct business or service the customer has stopped. Examples: Server down, network down, database down, application down, concurrent mgrs. Down</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 2</td>
<td>SERVICE DEGRADED</td>
<td>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. Examples: Extremely slow system performance, a piece of application functionality is down or has a “bug”</td>
</tr>
<tr>
<td>Major</td>
<td>SERVICE LOST SINGLE/SMALL USERS</td>
<td>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.</td>
</tr>
<tr>
<td>Ordinary</td>
<td>OPERATE NORMALLY</td>
<td>Problem or incident where single users can operate some of the system activities normally, but a definite problem is identified.</td>
</tr>
<tr>
<td>Request</td>
<td></td>
<td>Anycall from single users or site groups that are requesting a new service or some clarification (request a new user logon, a new network setup, the meaning of a system message)</td>
</tr>
</tbody>
</table>