

<SLA_NAME>

Versión <NÚMERO>

SLA (ASAP → As Soon As Possible)

Severity	Time To Assign (TTo)	Target Resolution (TTr)	Status Call (TTs)
Priority 1	<minutes>	<hours/ASAP>	<hours/minutes/closure>
Priority 2	<minutes>	<hours/ASAP >	<hours/minutes/closure>
Major	<minutes>	<hours/ASAP>	<hours/minutes/closure>
Ordinary	<minutes>	<hours/ASAP>	<hours/minutes/closure>
Request	Defined by the Request		