

## SLA\_CRITICAL-01

Versión 1

SLA (ASAP → As Soon As Possible)

<b>Severity</b>	<b>Time To Assign (TTo)</b>	<b>Target Resolution (TTr)</b>	<b>Status Call (TTs)</b>
Priority 1	5	30	15
Priority 2	15	1h	30
Major	30	1h.30m	45
Ordinary	1h.30m	2h	1h
Request	Defined by the Request		