

# SUPPORT DESK SLA MATRIX



<b>SUPPORT HOURS</b>	
Monday – Friday	7am-7pm
Saturday – Sunday/Public Holidays	9am-2am

<b>SLA PRIORITY</b>	<b>RESPONSE</b>	<b>RESOLVE</b>
<b>P1</b>	<b>30 MIN</b>	<b>4 HRS</b>
<b>P2</b>	<b>45 MIN</b>	<b>8 HRS</b>
<b>P3</b>	<b>1 HR</b>	<b>24 HRS</b>
<b>P4</b>	<b>2 HRS</b>	<b>48 HRS</b>

<b>PRIORITY MATRIX</b>	<b>BUSINESS IMPACT</b>
<b>PRIORITY 1</b>	<b>WHOLE COMPANY IS AFFECTED/ENTIRE SERVICE DOWN – (NO WORKAROUND AVAILABLE)</b>
<b>PRIORITY 2</b>	<b>LARGE GROUP AFFECTED/VIP USERS AFFECTED – (WORKAROUND AVAILABLE)</b>
<b>PRIORITY 3</b>	<b>LIMITED FUNCTIONALITY (WORK AROUND AVAILABLE)</b>
<b>PRIORITY 4</b>	<b>REQUEST FOR INFORMATION/REQUEST</b>

**\*Please note that these timelines may be affected when a ticket needs to be escalated to a vendor.**

