



BRICK TECHNOLOGY GROUP

Managed Services SLO's

<u>PRIORITY RESPONSE: BASED ON SEVERITY & URGENCY</u>	<u>WEEKDAYS:</u> Starting 8:00 AM through 5:00 PM; including: Monday, Tuesday, Wednesday, Thursday, Friday	<u>OFF HOURS**:</u> <u>WEEKDAYS:</u> 5:00 PM-8:00 AM, <u>WEEKENDS:</u> 5:00 PM Friday to 8:00 AM Monday, <u>HOLIDAYS, EMERGENCIES</u>
<u>PRIORITY 1 - Critical Priority:</u> Service not available (all users and functions unavailable. Ex: Server down).	<u>Remote:</u> 1 within 1 hours <u>On-Site:</u> 1 within 3 hours	<u>Remote:</u> 1 within 2 hours <u>On-Site:</u> 1 within 4 hours
<u>PRIORITY 2 - High Priority:</u> Significant degradation of service (large number of users or business critical functions affected).	<u>Remote:</u> 2 within 2 hours <u>On-Site:</u> 2 within 4 hours	<u>Remote:</u> 2 within 4 hours <u>On-Site:</u> 2 within 4 hours
<u>PRIORITY 3 - Medium Priority:</u> Limited degradation of service (limited number of users or functions affected, business process can continue).	<u>Remote:</u> 3 within 8 hours <u>On-Site:</u> 3 within 48 hours	<u>Remote:</u> 3 within 12 hours <u>On-Site:</u> 3 within 48 hours
<u>PRIORITY 4 - Low Priority:</u> Small service degradation (business process can continue, one user affected).	<u>Remote:</u> 4 within 24 hours <u>On-Site:</u> 4 within 72 hours	<u>Remote:</u> 4 within 24 hours <u>On-Site:</u> 4 within 72 hours

*All On-Site SLO's are as needed

**Off Hours SLO's will only apply if ticket is generated via a phone call. All email generated tickets will be prioritize the next business day