

SLA Priority / Response Rules Worksheet

Complete this form for every SLA.

Client: _____

Agreement Number: _____ **Renewal Date:** _____ **Type:** _____

Product: _____

Description:

Priorities / Response Requirements: (prototype entered)

<i>Case Priority</i>	<i>Description</i>	<i>Response</i>	<i>Workaround</i>	<i>Fix</i>
Emergency	Any field failure that results total, or near total, lost of the routers functionality. Router can not be used without a fix.	<1 hour	< 8 hours	< 1 week
Critical	Any field failure that results substantial lost of the routers functionality. Router has limited use prior to a fix.	<4 hours	< 1 days	< 1 week
Serious	Any field failure that results in partial loss of functionality, or substantial loss of specific functionality where an alternative or workaround exists.	<1 day	< 2 days	< 2 weeks
Mild	Any field failure that results in an insignificant, or very limited, loss of functionality. Also, any field operations where the product is difficult to use.	< 2 days	< 1 week	< 4 week
Annoyance	A field issue where product is functional but client desires a different implementation.	< 2 days	N/A	Next firmware release

Mapping: (prototype provided)

<i>Client Priority</i>	<i>Master Priority</i>
Emergency	Priority 5
Critical	Priority 4
Serious	Priority 3
Mild	Priority 2
Annoyance	Priority 1