

What does the severity mean?

Severity Levels and Priority Codes

A problem is an unplanned or unexpected event that deviates from standard activities or normal operating conditions. Severity levels and priority codes document the prioritization and resolution of problem types.

Severity Levels are designed to work in conjunction with Priority Codes. Severity Levels identify the pure business impact of a problem or request, whereas Priority Codes offer a way to capture the business situation or requirement on a personal level. Both the Severity Level and the Priority Code must be assessed and captured on the Zendesk ticket. The use of these criteria is designed to assist in workflow prioritization based on common definitions.

Severity Levels – a code that identifies a technology failure, which has direct business impact. This code allows the Compass to respond appropriately with the proper resources within a predefined timeframe. It is not based on the emotions or circumstances of the client.

Severity Level Definitions

Critical: A major production outage, performance degradation, or instability causing significant impact to a client(s).

Scope:

- Many or most clients are unable to function
- Mission Critical system down
- Mission Critical Application Down
- Mission Critical Server/Circuit Down

High: Large number of clients impacted. Entire office, department or branch experiencing a similar problem. Small number of clients can't use a mission critical application.

Scope:

- Multiple Customers Unable to Function
- Major Performance Issues
- Multiple Customers Running on Contingencies or Work-around solutions
- Backup failure of mission critical application

Medium: Individual unable to use non-mission critical application(s). Customer can work with minimal impact to their productivity.

Scope:

- Customer having difficulty, but basically operational
- Customer unable to carry out their necessary tasks

Low: Individual request or problem that does not impact business.

Scope:

- Customer needs information or a standard service such as query, form or report
- Customer has simple question or problem
- How to's or Procedural questions



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