

Service Level Agreement (SLA)

STANDARD SERVICE LEVEL AGREEMENTS (SLAs)

CONTRACTED HOURS OF COVER	PRIORITY	DESCRIPTION	RESPONSE TIMES
ENHANCED HOURS* 24/7 x 365 Days	1	Critical - i.e. System Outage	30 minutes
	2	High - i.e. System Fault	1 hour
STANDARD HOURS Mon - Fri 8am - 5.30pm	3	Medium - i.e. Device Fault	2 hours
	4	Low - i.e. Single User Fault	4 hours
	5	Very Low - i.e. Request For Info, Standard MACD	8 hours

*Support outside of Standard Hours is only available for cases reported via phone

INCIDENT/REQUEST PRIORITIES

The priority level of your case will be determined by measuring the impact and urgency and is calculated using this table:

PRIORITY		IMPACT		
		High	Medium	Low
URGENCY	High	1	2	3
	Medium	2	3	1
	Low	3	4	5

The following tables provide details of Impact and Urgency levels:

INCIDENT URGENCY LEVELS

CATEGORY	DESCRIPTION
HIGH (H)	<ul style="list-style-type: none">✘ The damage caused by the Incident increases rapidly.✘ Work that cannot be completed by staff is highly time sensitive.✘ A minor Incident can be prevented from becoming a major Incident by acting immediately.✘ Several users with VIP status are affected.
MEDIUM (M)	<ul style="list-style-type: none">✘ The damage caused by the Incident increases considerably over time.✘ A single user with VIP status is affected
LOW (L)	<ul style="list-style-type: none">✘ The damage caused by the Incident only marginally increases over time.✘ Work that cannot be completed by staff is not time sensitive.

INCIDENT IMPACT LEVELS

CATEGORY	DESCRIPTION
HIGH (H)	<ul style="list-style-type: none">✘ A large number of staff are affected and/or not able to do their job.✘ A large number of customers are affected and/or acutely disadvantaged in some way.✘ A large number of customers are affected and/or acutely disadvantaged in some way.✘ The damage to the reputation of the business is likely to be high.✘ Someone has been injured.
MEDIUM (M)	<ul style="list-style-type: none">✘ A moderate number of staff are affected and/or not able to do their job properly.✘ A moderate number of customers are affected and/or inconvenienced in some way.✘ The financial impact of the Incident is likely to be moderate.✘ The damage to the reputation of the business is likely to be moderate.
LOW (L)	<ul style="list-style-type: none">✘ A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort.✘ A minimal number of customers are affected and/or inconvenienced but not in a significant way.✘ The financial impact of the Incident is likely to be minor.✘ The damage to the reputation of the business is likely to be minimal.



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