Network Doctor SLAs

COMMITTED RESPONSE TIMES

Priority 1 Mission critical request



BUSINESS

Definition: A failure to a vital network resource affecting all users' ability to access systems, i.e. network down.

Priority 2 **Urgent request**



Definition: Select users have issues accessing a critical business resource. Priority 3

Standard service request



Definition: User able to work and has a service request, i.e. printing issues, adding/removing users.

ACTUAL AVERAGE RESPONSE TIMES

2 minutes 12 minutes <60 minutes

Onsite Support

Mission critical issues will receive an initial onsite visit within 4 business hours.

Standard support requests will be scheduled for the next available appointment.

COMMITTED RESPONSE TIMES

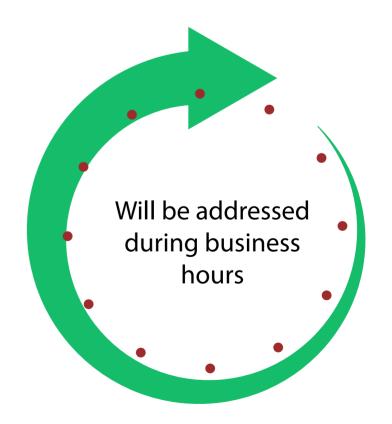
Priority 1 Mission critical request



Priority 2 Urgent request



Priority 3 **Standard service request**



ACTUAL AVERAGE RESPONSE TIMES

<60 minutes <120 minutes

<120 minutes

