

# PSFA Information Systems & Technology

## General Service-Level Agreement (GSLA)

Severity Scale	Qualitative Narrative	Response Time	Response Time	Response Actions
		(normal business hours)	(after-hours, observed holidays, weekends)	
<b>Critical</b>	System-wide failure impacting business continuity on a global scale. All systems down, work cannot be produced; failure negatively impacts downstream business processes and there is <b><u>NO KNOWN</u></b> work-around for restoring service.	<b>30 Minutes</b>	<b>4 Hours</b>	<ol style="list-style-type: none"> <li>1. Acknowledged to reporting party (RP) within Response Time</li> <li>2. Qualitative assessment of issue/failure completed</li> <li>3. Estimated resolution time communicated</li> <li>4. Recurring update intervals are established</li> <li>5. Response team meetings scheduled / held as needed</li> <li>6. Communication distributed updating status, progress and ancillary issues.</li> </ol>
<b>Major</b>	One or more discrete sub-system failures impacting business continuity on a localized scale; failure negatively impacts downstream business process, and a suitable work-around for restoring service <b><u>DOES NOT</u></b> exist.	<b>2 hours</b>	<b>2 business days</b>	<ol style="list-style-type: none"> <li>1. Acknowledged to reporting party (RP) within Response Time</li> <li>2. Qualitative assessment of issue/failure completed</li> <li>3. Estimated resolution time communicated</li> <li>4. Communication distributed as needed updating status, progress and ancillary issues.</li> </ol>
<b>Medium</b>	One or more discrete sub-system failures impacting business continuity on a regional/localized scale; failure negatively impacts downstream business process, but a suitable work-around for restoring service <b><u>DOES</u></b> exist.	<b>6 hours</b>	<b>2 business days</b>	<ol style="list-style-type: none"> <li>1. Acknowledged to reporting party (RP) within Response Time</li> <li>2. Qualitative assessment of issue/failure completed</li> <li>3. Work-around option(s) evaluated and deployed to lower severity, or</li> <li>4. Permanent fix deployed, if known</li> </ol>
<b>Minor</b>	Requests for configurations or enhancement that improve product satisfaction supporting adoption including requests for enhancements that possess real or generally perceived intrinsic business value or merit.	<b>1 business week</b>	<b>2 business weeks</b>	<ol style="list-style-type: none"> <li>1. Acknowledged to reporting party (RP) within Response Time</li> <li>2. Qualitative assessment of request / issue / failure completed (fit/gap, cost/benefit, etc.)</li> <li>3. Permanent resolution deployed, or included in an interim maintenance cycle.</li> </ol>
<b>Low</b>	General service request, nuisance items, or request for enhancement(s); other issues described as cosmetic or "nice-to-have", requests may not be fully vetted for business value.	<b>2 business weeks</b>	<b>2 business weeks</b>	<ol style="list-style-type: none"> <li>1. Acknowledged to reporting party (RP) within Response Time</li> <li>2. Non-completed requests added to enhancement evaluation agenda for inclusion in a future regular maintenance cycle.</li> </ol>