

SLA & Response Times

Priority	Criteria	Target Response Time	Resolution Time
<p style="text-align: center;">1</p> <p>Critical/VIP</p>	<ul style="list-style-type: none"> • Affects more than five individuals for the company. • Is mission critical and there is no workaround available. • Affects VIP in organization (VIP's determined per company) <p>Examples: E-Mail services are not functional; Server is down; network printing is not available; CEO cannot connect into the network remotely</p>	<p style="text-align: center;">1 Hour Initial Response/Work to Begin.</p> <p>Issue will take precedence over other "routine" tickets and work will begin as soon as absolutely possible.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">2</p> <p>High VIP - Standard</p>	<ul style="list-style-type: none"> • Affects one to five individuals for the company • No workaround available for the issue but not mission critical • VIP – Person is of VIP status but issue is not critical or needs scheduled. <p>Example: Mobile device failing to sync email but Outlook is working on all computers.</p>	<p style="text-align: center;">4 Hour Initial Acknowledgment; Work to begin in 6 hours.</p> <p>Issue will take precedence over other 3 and 4 priority tickets. Same day to work and try to resolve issue.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">3</p> <p>Standard</p>	<ul style="list-style-type: none"> • Affects fewer than five people • Workarounds available <p>Example: Can't check e-mail from one computer but can log into another or use Webmail. Network printer is down but can print from another one in the office.</p>	<p style="text-align: center;">8 Hour Initial Acknowledgment; Work to begin within 24 hours.</p>	<p style="text-align: center;">ASAP - Best Effort</p>
<p style="text-align: center;">4</p> <p>Unsupported</p>	<ul style="list-style-type: none"> • No effect on productivity • Unsupported software or Hardware <p>Examples: Set remote access from MAC; iTunes is not activating</p>	<p style="text-align: center;">Best effort as time allows. No guarantee of initial response or work.</p>	<p style="text-align: center;">ASAP - Best Effort</p>

Response Time = A technician has seen and been notified of the issue. Anchor has begun work to resolve.

Resolution Time = Anchor's priority is to resolve any issue that is being worked as soon as possible. Resolution Time is ASAP and our absolute best effort using all resources available.