



2015 SLA Matrix

In an ongoing effort to improve the level of service we provide to all clients, please be aware that we have implemented an SLA Monitoring System. The parameters outlined below provide the construct under which we perform all service, and our goal is always to exceed the SLA timeframes.

Table 2.0: SLA Description					
Severity	Description	Service Hours	Target to Respond	Issue Identification	Target to Resolve
1 – Critical	Issue prevents many key company functions from occurring and/or causes a major work stoppage	24/7	0.5 Hours	<u>2 hours</u>	<u>24 hours</u>
	Issue impacts the majority of corporate users				
	Issue has major financial impact or repercussions				
2 – High	Issue does NOT prevent key company functions from occurring	24/7	1 Hour	<u>4 Hours</u>	<u>24 Hours</u>
	Issue impacts one or more departments, multiple parts of the organization, or impacts an identified VIP user				
	Issue has moderate financial impact or repercussions				
3 – Medium	Issue does NOT prevent key company functions from occurring	8x5	2 Business Hours	<u>8 Hours</u>	<u>2 Business Days</u>
	Issue has minor impact to one or more users or low level functions				
	Issue has little to no financial impact or repercussions				
4 – Low	Issue does NOT prevent key company functions from occurring	8x5	2 Business Hours	<u>12 Hours</u>	<u>5 Business Days</u>
	Issue has minor impact to one user or low level functions				
	Issue has no financial Impact or repercussions				

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