

Priority Matrix

Priority	Criteria	Initial Response*	Examples
Urgent Mission Critical <i>(please call for urgent issues)</i>	Emergency. Needs to be resolved as soon as possible. Major impact on more than one person or VIP.	Within 15 minutes	<ul style="list-style-type: none"> • Network Server Issues (multiple user) • Major service down (e-mail, Datatel.) • Classroom Down (Class in session or about to start) • Board of Trustees/President Issues • Widespread service attack • Maintenance to avoid imminent failure • Critical service data integrity issues • Online library services (OHIO Link)
High User Critical <i>(please call for high priority issues)</i>	System or component is down, requestor cannot carry out normal work responsibilities and no alternative is available.	Within 4 Business Hours	<ul style="list-style-type: none"> • Unable to log into Network (single user) • Unable to log into account (single user) • Database/Server/Application Access Incident • Classroom Down (No current class impacted) • Computer not booting up • User data integrity issue
Medium General Requests	System or component is down or degraded, but requestor can carry out normal work responsibilities and/or temporary alternative is available .	Within 2 Business Days	<ul style="list-style-type: none"> • Network Printer Down • Application Errors • Desktop System Performance slow • Minor Equipment Failure (Soundcards, Local Printers, etc) • Database/Server/Application Access Changes • User data integrity issue
Low Routine Requests, Change, Questions	Enhancement, planned change, general application questions.	Within 5 Business Days	<ul style="list-style-type: none"> • New Software Installation • General Application Questions • System Enhancements • Routine office moves • Create new user account • Provide new phone/network connection • Routine purchase of new software/equipment

* It is important to note the difference between the “**Initial Response Time**” and “**Resolution Time**”. “**Initial Response Time**” is how long it takes for an Antioch campus technical support person to acknowledge and contact the user. The Antioch technical support person will typically be the PC Tech. at the campus or may be the central IT Network or System Admin., depending on the problem. “**Resolution Time**” is how long it takes from the time a problem gets reported until the time it gets resolved. Resolution Time can be effected by a number of issues, such as its priority, delay in getting parts, etc.