

The table below documents how SAO determines a ticket severity and the applicable ticket durations. When setting a severity level, one or all the factors in the table may be present.

Severity Level	Business and Financial Exposure	Number of Clients Affected	Workaround	HCM/ Financials Closed Time SLO	Security Closed Time SLO
Emergency	Issue/Application failure creates a serious business and financial exposure with statewide impact	Issue has an effect statewide	There are no acceptable workaround to the problem (i.e. the job cannot be performed in any other way)	3 Business days or less*	2-4 Business hours or less*
High	Issue creates serious business and financial exposure with multi-agency impact	Issue affects a large number of clients	There is an acceptable and implemented workaround to the problem (i.e. the job can be performed in some other way) but it may not be time/cost efficient or results do not fully meet needs	5 Business days or less*	
Medium	Issue creates more than minimal business and financial exposure	Issue may affect only one or two clients		10 Business days or less*	
Low	Issue creates minimal business and financial exposure	Issue may affect only one or two clients	There is an acceptable workaround to the problem.	15 Business days or less*	14 Business days or less*

\*SAO will resolve 95% of tickets within the timeframes defined above.

**Closed Time** – Measures the time taken to close the ticket, and is measured from the time the ticket is opened.

**Note1:** The times noted in the table above do not include lapsed time waiting for client response or PeopleSoft Case delays.

**Note2:** If a ticket is designated as an Emergency, SAO will contact the user every 60 minutes with an update, until resolution of the issue is reached.