

HSC Information Technology Services Service Level Standards

Service Level	Description	Staff Response Time *	Resolution Goal *
Critical	<p>SCOPE OF IMPACT:</p> <ul style="list-style-type: none"> Enterprise Wide Systems <p>SERVICES AFFECTED:</p> <ul style="list-style-type: none"> Patient Care Access Mission Critical Systems Educational Processes (Classroom hotline) <p>USERS AFFECTED:</p> <ul style="list-style-type: none"> Majority of Users. <p>TEMPORARY RESOLUTION:</p> <ul style="list-style-type: none"> None 	<p>During Business Hours:</p> <ul style="list-style-type: none"> Within 10 minutes 95% of the time <p>After Hours:</p> <ul style="list-style-type: none"> Within 1 hour 95% of the time 	<p>During Business Hours:</p> <ul style="list-style-type: none"> Within 1 Hour 95% of the time <p>After Hours:</p> <ul style="list-style-type: none"> Within 4 Hours 95% of the time
High	<p>SCOPE OF IMPACT:</p> <ul style="list-style-type: none"> Departmental Wide Systems <p>SERVICES AFFECTED:</p> <ul style="list-style-type: none"> Clinical, Financial, or Educational Processes <p>USERS AFFECTED:</p> <ul style="list-style-type: none"> Large Numbers of Users or Department <p>TEMPORARY RESOLUTION:</p> <ul style="list-style-type: none"> Short Term 	<p>During Business Hours:</p> <ul style="list-style-type: none"> Within 1 hour 95% of the time <p>After Hours:</p> <ul style="list-style-type: none"> Within 1 hour 95% of the time 	<p>During Business Hours:</p> <ul style="list-style-type: none"> Within 1 Day 95% of the time <p>After Hours:</p> <ul style="list-style-type: none"> Within 1 Day 95% of the time
Medium	<p>SCOPE OF IMPACT:</p> <ul style="list-style-type: none"> Small Number of Users <p>SERVICES AFFECTED:</p> <ul style="list-style-type: none"> Clinical, Financial, or Educational Processes <p>USERS AFFECTED:</p> <ul style="list-style-type: none"> Few Users Affected <p>TEMPORARY RESOLUTION:</p> <ul style="list-style-type: none"> Yes 	<ul style="list-style-type: none"> Within 2 Business days. 95% of the time 	<ul style="list-style-type: none"> Within 4 Business days. 95% of the time
Low	<p>SCOPE OF IMPACT:</p> <ul style="list-style-type: none"> No Impact to Duties <p>SERVICES AFFECTED:</p> <ul style="list-style-type: none"> Non-Critical Systems Informational Requests <p>USERS AFFECTED:</p> <ul style="list-style-type: none"> Few Users Affected <p>TEMPORARY RESOLUTION:</p> <ul style="list-style-type: none"> Yes 	<ul style="list-style-type: none"> Within 5 Business days. 95% of the time 	<ul style="list-style-type: none"> Within 7 Business days. 95% of the time

*Response / resolution times are dependent on availability of affected users and systems and may be adjusted accordingly. This Service Level Standard does not include long-term project development requests.