KEFRI/F/ICT/07



**ICT Response-time commitment grids**

**1.0 Response Times**

Table 1.0 show the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial response to the client as per Section 2.0 of this document. The support level refers to the *client* guide for support available as illustrated in Section 3.0 of this document.

**Table 1.0 - Response Priority**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Support  Level | Business  Critical | Business  Critical | Non-  Business  Critical | Non-  Business  Critical | Request  For  Service |
|  | Fatal | Impaired | Fatal | Impaired |  |
| High | A | B | B | C | R |
| Medium | A | B | C | C | R |
| Low | B or C | C or D | C or D | D | R |

|  |  |  |
| --- | --- | --- |
| Fatal | - | Total system inoperability. |
| Impaired | - | Partial system inoperability. |
| Business Critical | - | Unable to perform core business functions. |
| Non-Business Critical | - | Able to perform limited core business functions. |

**2.0 Priority Level Response Times**

Table 2.0 shows the required initial response times for the individual priority ratings. All times indicated represent response time during specified working hours of 8.00 am to 5.00 pm Monday to Friday*.*

The indicated response time represents the maximum delay between a fault/request being reported to the *ICT Section* and an *ICT Section* representative contacting the client.

The purpose of this initial contact with client by *ICT Section* is to notify the client of the receipt of the fault/request from *client* and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

The *ICT Section* representative must notify *the client* immediately upon escalation of faults/request initially referred to *ICT Section* by *the client*.

Escalated faults/requests will require response to the client by *ICT Section* in the same manner as for referred faults.

**Table 2.0 - Priority Level Response Times**

|  |  |
| --- | --- |
| Priority Level | Response Time |
| A | 30 Minutes |
| B | 60 Minutes |
| C | 90 Minutes |
| D | 120 Minutes |
| R | 90 Minutes |

**3.0 Support Available**

This table shows the support available for each support level,

**Table 3.0 - Support Available**

|  |  |
| --- | --- |
| Support Level | Support Available |
| Recommended | Full Internal Support Available  Internally Conducted Training Courses Available  High Priority  External Support/Training Available |
| Supported | Full Internal Support Usually Available  No Internally Conducted Training Available  Medium Priority  External Support/Training Available |
| Acknowledged | Limited Internal Support Available  No Internally Conducted Training Available  Low Priority  External Support/Training Available |
| Discouraged | Product Not Recommended  No Internally Conducted Training Available  No Internal Support Available  External Support/Training Available |

For more information Please contact the ICT Section on:

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