

<p style="text-align: center;"><u>Exceptions:</u></p> <p>Major Incident</p> <ul style="list-style-type: none"> -Life Threatening events -Multiple agencies/services cannot conduct core business -Serious political ramifications -Leadership determination <p>Quick Fixes</p> <ul style="list-style-type: none"> -Service Desk can resolve immediately regardless of impact and urgency 			I M P A C T			
			1-Extensive/ Widespread	2-Significant/ Large	3-Moderate/ Limited	4-Minor/ Localized
			Cannot conduct business; Complete Loss	Cannot conduct core business; Partial loss	Restricts ability to conduct business; Partial loss	Does not significantly impede business; Inconvenience, workaround exists
U R G E N C Y	1-Critical	Requires Immediate attention	1	1	2	2
	2-High	Requires resolution in near future	1	2	2	3
	3-Medium	Requires resolution in future	2	3	3	3
	4-Low	Does not require significant urgency	4	4	4	4