SCHEDULE 2.1 - SERVICES DESCRIPTION

PART 13 – TECHNICAL

ANNEX M - TECHNICAL & APPLICATIONS

APPENDIX 2 - INCIDENT RESOLUTION MATRIX

Each Incident logged by the ICT Service Desk will be allocated an Impact Code (see Table 1) and will be managed to resolution using the parameters in Table 2.

Table 1 – Impact Codes

IMPACT CODE	SEVERITY CODE	DESCRIPTION/DEFINITION
Critical plus	1	Full system or Service Outage
Critical	2	Disruption to critical business process (i.e. Casualty Management, Operational Manpower Support, Pay Delivery, Pensions).
		Operational Services(s) or system(s) unavailable to more than 99 End Users causing operational inconvenience to key business process(es).
		Entire End User Site is "down" and unable to recover.
		Major disruption to key business process (i.e. routine (as opposed to operational) manpower support and financial management).
Major	3	Whole or key part of system or Service unavailable to large subset of End Users (21-99).
		Application error with significant effect on system functionality.
		Moderate business disruption.
Medium	4	Whole or key part of system or Service unavailable to small subset of End Users (2-20).
		Fault contained by workaround or acceptable recovery period.
		Application error with limited effect on system functionality.
		Minor business disruption.
Minor	5	Single End User terminal or printer cannot function.
		Minor nuisance affecting business operations (e.g. shared terminal or printer with intermittent failure).
		No business disruption.
Nil	9	Query or request for supplies.
		Plaudit or complaint.

IMPACT CODE	SEVERITY CODE	DESCRIPTION/DEFINITION
		Preventative maintenance.

Table 2 - Incident resolution targets

These resolution targets are relevant within the Core Hours of each Service. For the Core Hours and Non-Core Hours of each Service, the Contractor must ensure that their support model is capable of maintaining the Non-Functional Requirements as set out in Annex – M, Appendix 1.

IMPACT CODE	SEVERITY CODE	RESOLUTION WITHIN (a) (b)	ESCALATE AFTER	Acceptable Resolution Tolerance
Critical - plus	1	2 hours	15 minutes	0%
Critical	2	4 hours	30 mins	0%
Major	3	8 hours	1 hour	5% within 48 Hours
Medium	4	3 Working Days	1 day	7% within 15 Working Days
Minor	5	5 Working Days	2 days	10% within 25 Working Days
Nil	9	25 Working days		0%

Note:

(a) Incident resolution of Service outage or disruption may be classed as resolved when a restoration of the Service is achieved and maintained, in conjunction with a progression of the Incident into Problem Management.

(b) Resolution hours for Severity 1, 2 and 3 Incidents are elapsed calendar hours measured from the point of the Incident being raised and are not to be limited or constrained by the definition of Core Hours or Non-Core Hours.