

Example Models For Establishing Priority for (Incident / Problem / Change and Release Management)

Impact = Degree of failure

Impact Example

| Factors | High | Med | Low |
|------------------|--------------|-------------|----------|
| Number of People | Big Group | Small Group | 1 Person |
| Scope | Global | Regional | Local |
| # of CIs | >10 | <10 | 1 |
| Type of Role | Revenue Role | VIP | Normal |

Urgency = Time sensitivity in relationship to risk and exposure

Note: These would be based on existing scales; see model below for alternative model of establishing High, Medium and Low

| Factors | High | Med | Low |
|-------------------------|------|---------|-------------|
| Revenue Generating | Core | Support | Not Related |
| BCP Classification | | | |
| Security Classification | | | |
| Brand Exposure | | | |
| Safety Exposure | | | |
| SOX Related | | | |

Priority = Impact + Urgency

Combination of Impact and Urgency Calculates Priority which points to which Time based SLA applies

| | | | |
|--------|------|--------|-----|
| High | 1 | 2 | 3 |
| Medium | 2 | 2 | 4 |
| Low | 3 | 4 | 5 |
| | High | Medium | Low |

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The Calculated Priority drives which SLAs applies for incidents

| Priority | Target Response Time | Target Resolution Time | % of Calls Resolved on Time |
|----------|----------------------|---------------------------------------|-----------------------------|
| 1 | 15 minutes | 3 business hours | 90% |
| 2 | 30 minutes | 5 business hours | 90% |
| 3 | 2 hours | By the close of the next business day | 80% |
| 4 | 1 business day | 3 business days or negotiated | 70% |

Urgency In this model we are using a points system to establish a multidimensional view of urgency based on risk

POINTS

| Factors | 0 | 1 | 2 | 3 | 4 | 5 | TOTAL | WEIGHT | WEIGHTED POINTS | Comments |
|------------------------------|----|---|-----|---|---|---|-----------------------|--------|-----------------|---|
| Revenue Generating | x | 1 | 2 | 3 | 4 | 5 | 5 | 100% | 5 | Scale to measure relationship to revenue generating business process |
| BCP Classification | x | x | 2 | 3 | 4 | 5 | 5 | 50% | 2.5 | The range would be indicative of the established BCP classification |
| Security Classification | x | 1 | x | 3 | x | 5 | 3 | 25% | 0.75 | The range would be indicative of the established security and data sensitivity classification |
| Brand Exposure | x | 1 | 2 | 3 | 4 | 5 | 3 | 100% | 3 | Media Exposure |
| Safety Exposure | x | 1 | 2 | 3 | 4 | 5 | 4 | 100% | 4 | Safety classification based on Risk Management model |
| SOX Related | No | | Yes | | | | 2 | 25% | 0.5 | Regulatory or Compliance Risk |
| Total possible points | | | | | | | Total Weighted Points | | 15.75 | |

Example Model:

| | |
|------|--------|
| 0-5 | Low |
| 6-10 | Medium |
| > 10 | High |