

IT Incident Priorities

Priority	Incident Type / Examples	IT Action
Immediate / Critical	Classroom or office disruptions: <ul style="list-style-type: none">- TV/Projector failure- CRT laptop failure- Network outage (Internet)- College service disruption	IT will respond immediately to the incident. Action may include troubleshooting, equipment replacement (where feasible), or providing an estimated resolution time.
High / Urgent	Essential services impacting workflow: <ul style="list-style-type: none">- Email not working- Printing failure- Key devices malfunctioning	IT will respond within 2 hours, with a fix, equipment replacement (if possible), or estimated turnaround time.
Medium / Standard	Standard Non-critical student or staff IT issues: <ul style="list-style-type: none">- Software problems- Account access / password resets- Minor hardware issues- Classroom scheduling or booking issues	IT will respond within 24 hours, providing a fix, equipment replacement (if possible), or an estimated resolution time.
Low / Advisory	General IT inquiries or requests: <ul style="list-style-type: none">- Guidance or training requests- Suggestions for improvements- Non-urgent information requests	IT will respond within 48 hours, providing assistance or guidance as needed.

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