

## Prioritizing Service Requests & Incidents

### Overview:

#### *Why do we use Priority?*

Priority is used to establish timescales and effort to respond to and resolve an issue (incident or service request). Priority is derived from an impact and urgency Priority Matrix.

- Impact: Measures the effect of an Incident/Service Request (ex: Number of Customers affected/influenced by the Incident).
- Urgency: Measures how long it will be until the Incident has a significant impact on the business (ex: If the e-mail server goes down, all customers are immediately affected).

#### *Who assigns priority?*

The initial prioritization is set by the Incident/Request Creator (This role may be UFIT Tier 1, 2 or 3 teams). A client does not have the ability to set the prioritization of their own ticket, nor do we expect our clients to know all the definitions and attributes required to objectively determine Priority levels. After working with the client to understand the situation, the initial assignment of Priority is completed by either the Creator or the Owner (depending on how the client contacts us).

#### *What happens if priority needs to be shifted?*

It is possible that the Priority could need to be shifted while it is being handled. For example, as more information is learned about the actual number of clients impacted by an incident, the Priority may need to be increased from what was initially thought to only be impacting one client. The Incident/Request Owner, the individual working the ticket, can choose to adjust the prioritization if needed.

A common set of Incident/Request Priority definitions across is UFIT is new, and it is important because it allows support teams across UFIT to speak a common language regarding the impact and urgency of incidents and requests independent of IT services, applications or underlying technologies.

### Process:



Prioritization is key in the Classify step of these processes. The creator classifies the ticket through the service category options, as well as setting the priority. The creator will have the option to nominate the ticket as a Major Incident if they believe this is a Priority 1 incident. Only Major Incident Owners can classify tickets as Priority 1 (or Major Incidents). A Major Incident represents the most significant type of service disruption that merits specific communications, coordination and handling protocol to ensure focus on fast restoration of service.

### PRIORITIZATION STEPS:

#### **Select an Incident or Service Request priority:**

- i. Click the Priority drop-down magnifier to reveal the Priority Matrix (determined by invoked SLA), and then click a priority number.

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Priority: 4

Impact / Urgency			
	High Impact request	Medium Impact request	Low Impact request
High Urgency request	1	2	3
Medium Urgency request	2	3	4
Low Urgency request	3	4	5

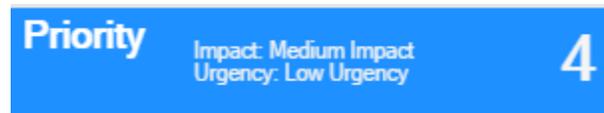
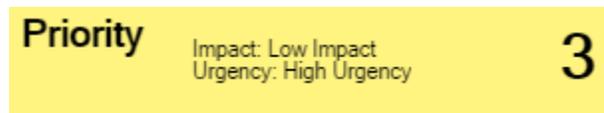
*Service Request Priority Matrix*

Priority:

Impact / Urgency			
	High Impact	Medium Impact	Low Impact
High Urgency	1	2	3
Medium Urgency	2	3	4
Low Urgency	3	4	5

*Incident Priority Matrix*

- ii. The priority is displayed in the Priority alert bar of the Quick Info Tile. The Priority bar displays the Incident or Service Request priority. The different priorities are color coded as follows:



- iii. After a priority is selected, respond by and resolve by target times are calculated based on the defined priority target times in the invoked SLA, and are then displayed in the SLA section of the Quick Info Tile.

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- iv. **For Incidents only:** Incident Creators can mark an incident as “Major Incident Nomination” by selecting Priority 2 from the matrix. Only Major Incident Owners can classify tickets as Priority 1. There is a team of Major Incident Owners from across UFIT that rotate duties for evaluating nominated Incidents and managing those situations.

### **Examples of Service Request Prioritization:**

**Priority 1:** High priority person(s) service request or activity with a strict deadline.

**Priority 2:** Core office request for information for upcoming (but not as strict) deadline.

**Priority 3:** Role request for ARS to complete job tasks in myUFL

**Priority 4:** Request to add a new mailbox for new user (with an upcoming but not immediate deadline)

**Priority 5:** Information about a new service with no urgency associated

### **Examples of Incident Prioritization:**

**Priority 1:** myUFL is down; Hacking/compromise of critical UF system leading to service unavailability/disclosure of restricted data

**Priority 2:** eLearning is down but during Spring Break; AP Paycycle won't run during the beginning of a pay period.

**Priority 3:** Videoconferencing via Polycom is unavailable for a specific conference

**Priority 4:** Multifunction printer/fax/scanner servicing a department stops functioning.

**Priority 5:** GatorLink account compromised and being used to send spam