

Technology Resource Advisors Prioritization and Response Guidelines

Prioritization focuses on the business criticality of the application and the impact of the problem to the Goals of SCCOE. A production application may be considered business critical based on the risk; fiduciary responsibilities, legal requirements and revenue loss.

The Technology Resource Advisors prioritizes requests for support according to the following priority-level guidelines:

Critical Priority

- A business critical function of a production application is not operational for multiple users.
- An inquiry that is business critical

High Priority

- A business critical production application is not operational for a single user.
- A major function of a production application is not operational for a single user.

Standard Priority

- A minor function of a production application is not operational for one or more users (who can continue to use other production application functions to continue business).
- A customer has questions about a production application's functionality.

Enhancement requests are logged as Standard Priority, but are reviewed and scheduled by the Technology Resource Advisors.