Incident Priority Matrix

BTS Service Center

Priority Matrix

This table is used to establish the priority given to incoming incidents and Service Requests to the BTS Help Desk. Priority is determined based upon business impact and the urgency of the situation.

INCIDENT PRIORITY

What gets our attention first

IMPACT (*Disruption to City business*)			
High	High	High	Emergency
Medium	Normal	Normal	High
Low	Low	Normal	Normal
	Low	Medium	High

The need for speed

URGENCY

IMPACT (From the perspective of BTS)
Impact measures the degree to which the business of the City is disrupted by this incident.

- **HIGH** – Essential business functions are halted. A group or a large number of people cannot continue working until this incident is resolved. Service outage is potentially costing the City for every minute of delay. Typically this is when the outage impacts an entire department or Bureau.
- **MEDIUM** – A group of people cannot work, or an important business function is being delayed. The work of the City continues, but this function is needed. Delay in resolution could cause problems. Typically this is for small group or a VIP.
- **LOW** – Impact to City business is limited. There would be no impact to City services if this problem still existed in 5 working days. Typically this is a single user.

URGENCY (From the perspective of the customer)
Urgency measures the speed with which the customer believes this incident must be resolved.

- **HIGH** – Every minute counts. This incident needs to be resolved immediately. Incidents involving a VIP, an elected official or a public safety officer receive a HIGH Urgency rating. Compliance deadlines or high visibility can also result in a HIGH Urgency rating.
- **MEDIUM** – People are waiting. Restoration of service is needed quickly. A customer's request for faster response is sufficient for a MEDIUM Urgency rating.
- **LOW** – People are inconvenienced and looking forward to the restoration of service.

Emergency priority **–** treated as a "Major Outage" for response.