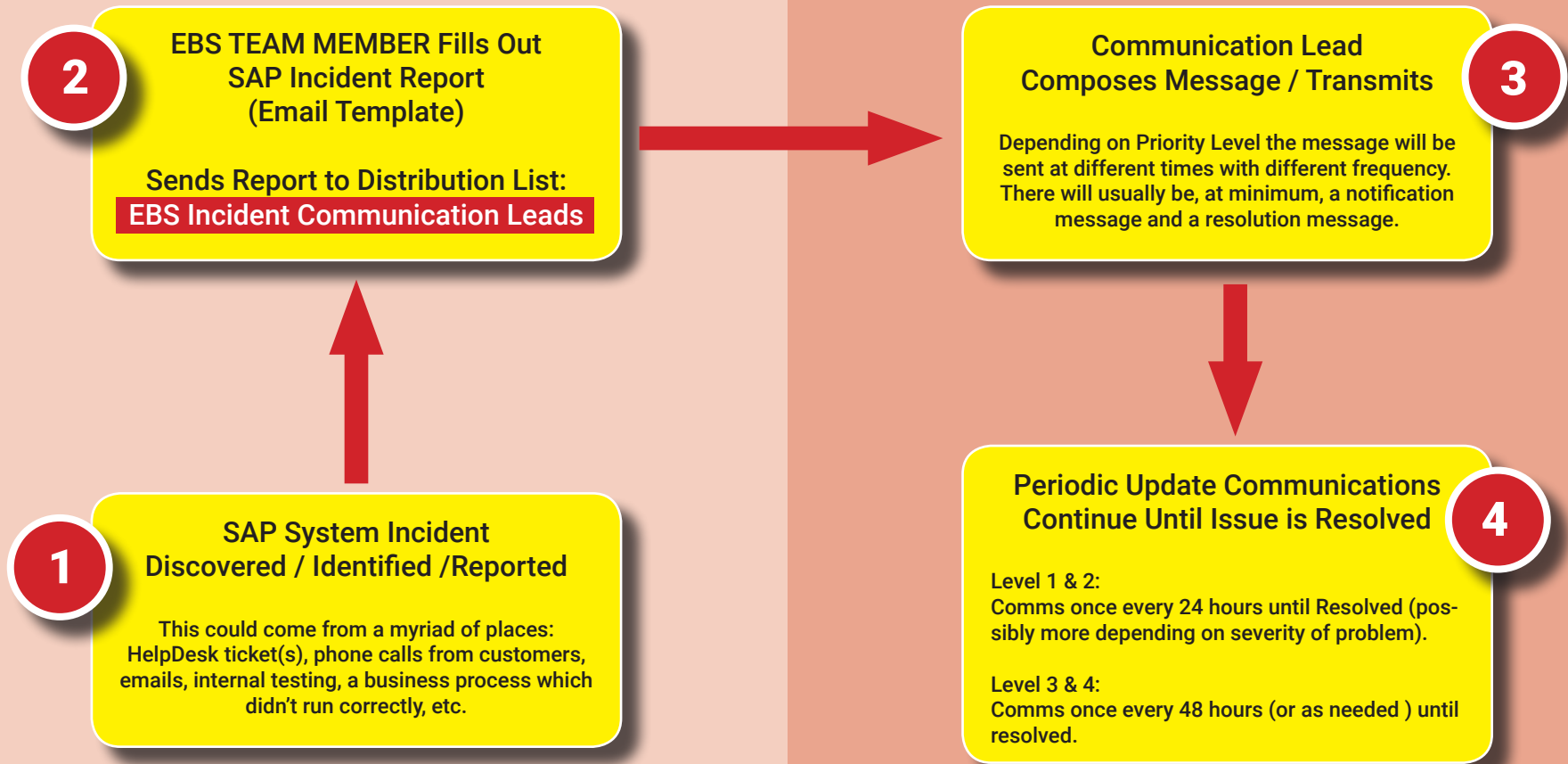


EBS Incident Communication Process



EBS Team (FILO, HCM, Tech)

EBS Communication Leads



Communication Priority | Scope of Impact

LEVEL 1 All City Employees Immediate, pending impact. Major system disruption. Ex: Payroll is affected.	COMM TIMING Within 1 Hour of Incident Report	LEVEL 2 All SAP Users Immediate, pending impact. Major system disruption. Ex: SAP is down, ESS, etc.	COMM TIMING Within 1 Hour of Incident Report	LEVEL 3 Some or All SAP Users Non-urgent impact to some or all SAP Users. Issue needs fix, but is non-critical.	COMM TIMING Within 24 Hours of Incident Report	LEVEL 4 Few SAP Users Usually module specific incident.	COMM TIMING As Determined by EBS Comm Leads.
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