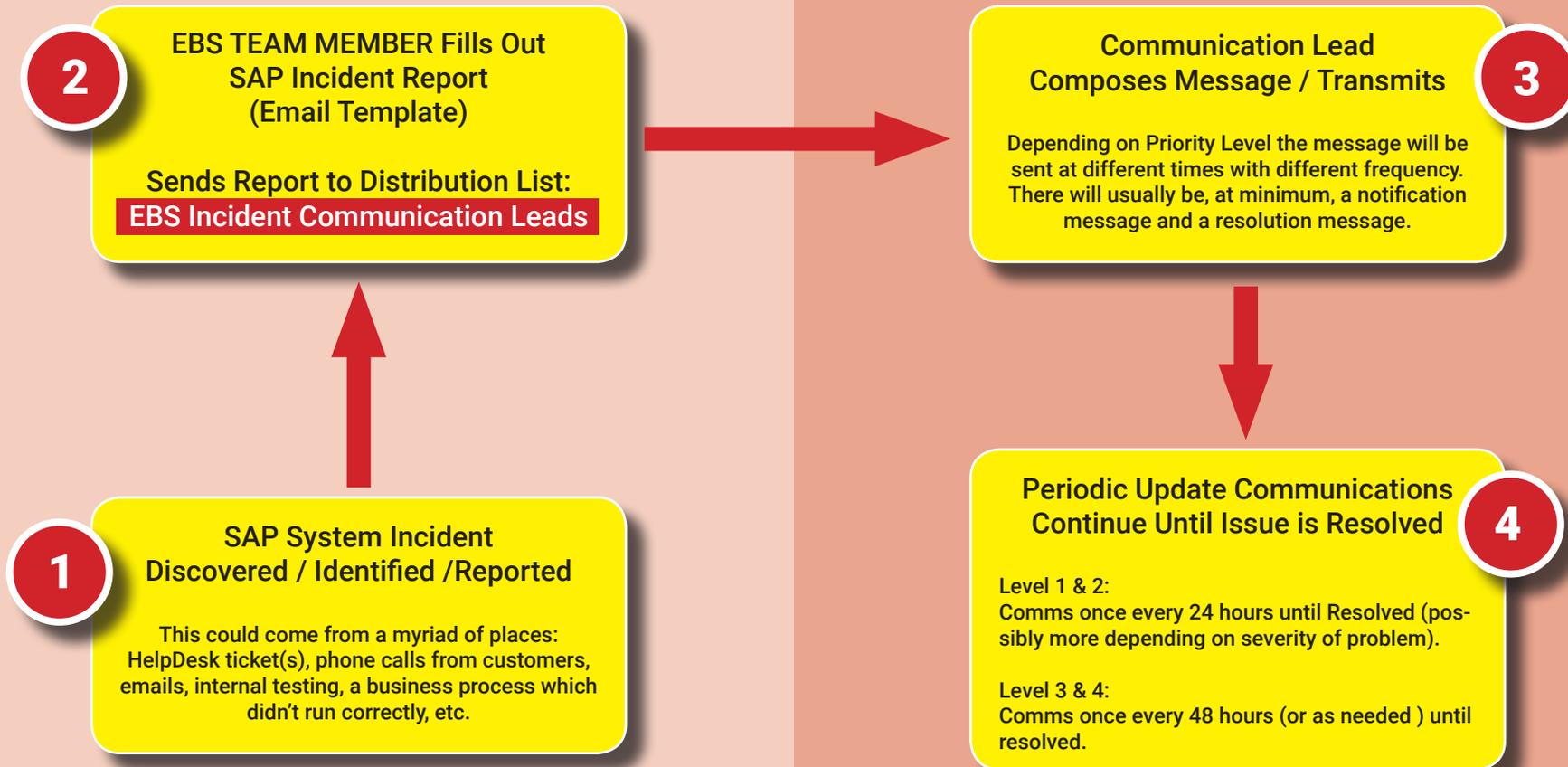


# EBS Incident Communication Process



## EBS Team (FILO, HCM, Tech)

## EBS Communication Leads



### Communication Priority | Scope of Impact

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