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# Service level agreement (SLA)



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# Service Level Agreement (SLA)

There are different levels of service according to the priority of the incident:

1

“Very High” incident priority

2

“High” incident priority

3

“Medium” incident priority

4

“Low” incident priority



# “Very High” incident priority

- **Definition:** “Very High” incident priority are those that offer serious consequences for normal operation business and if urgent tasks cannot be carried out.
- **Initial Response Time:** 1 Hour
- **Maximum Processing Time:** 4 Hours
- The solution, an alternative action or an action plan for the resolution will be delivered.

# “High” incident priority

- **Definition:** “High” priority incidents are those that make normal business operations be seriously affected and unable to perform necessary tasks.
- **Initial Response Time:** 4 Hours.
- **Maximum Processing Time:** 2 Business days
- The solution, an alternative action or an action plan for the resolution will be delivered.

# “Medium” incident priority

- **Initial Response Time:** 8 Business Hours.
- **Maximum Processing Time:** 4 Business days.
- The solution, an alternative action or an action plan for the resolution will be delivered.



# “Low” incident priority

- **Initial Response Time:** 16 Business Hours.
- **Maximum Processing Time:** 8 Business days.
- The solution, an alternative action or an action plan for the resolution will be delivered.



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**Thank  
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