

Priority Definitions:

Critical – **Operation-hindering** issue **impacting more than 1** person

Examples: Application unavailability, network printer issue when no comparable printer is in same proximity, network outage

High – **Operation-hindering** issue **impacting 1** person

Examples: PC hard drive crash, client application corruption/unresponsiveness, deskside telephone issue

Normal – General need request or issue that **does not hinder operational activity**

Examples: Non-critical software feature issue (text bolding in MS Word), printer issue

when comparable printer is located in near proximity, request for access to share or group membership

Low – Request for **change to IT standard services** or efforts **outside internal IT control**

Examples: Requests for wireless connectivity, different O/S, hardware repair with extended part ETA