



# 5NINES DATA

## Incident Definition & Escalation

Severity Level	Types of Incidents	First Contact by 5Nines Data Staff	Escalation timeframe to being emergency work
<p><b>1</b></p> <p>Business <b>cannot</b> operate Or Serious Business Interruption with no work around</p>	<ol style="list-style-type: none"> <li>1. Outage, System or Software failure</li> <li>2. Mis-configuration</li> <li>3. External event stopped or degraded business operations.</li> <li>4. Critical applications are unavailable</li> <li>5. No access to general networked resources</li> <li>6. General business operations have been effectively halted.</li> </ol>	<p><b>Within one hour</b> direct contact with customer in person or by phone to begin providing technical support and updates</p> <p><i>This may be account manager, lead tech or secondary tech resource</i></p>	<p><b>Immediate</b></p> <p>After notification to 5Nines On-Call Technician, lead tech is notified along with account manager - work begins immediately to correct issue either on-site or remotely and continues until business has working functionality</p> <p>Involve system vendors/tech support as needed.</p>
<p><b>2</b></p> <p>Business operates with an acceptable inconvenience</p> <p>Some Business Interruption with work arounds</p>	<ol style="list-style-type: none"> <li>1. An outage or system failure has caused the network in general or particular applications to perform in a severely degraded manner.</li> <li>2. General business operations are possible but they may be unresponsive or subject to intermittent failures.</li> <li>3. Generally, not all of the user community is impacted by the event.</li> </ol>	<p><b>Within one hour</b> direct contact with customer in person or by phone to begin providing technical support and updates</p> <p><i>This may be account manager, lead tech or secondary tech resource</i></p>	<p><b>Same business day</b></p> <p>After notification to 5Nines On-Call staff, lead tech and or required resources begin providing workable or final solution on a timetable agreed upon by the customer to provide the least impact to users and customers.</p> <p>- Involve system vendors/tech support as needed.</p>
<p><b>3</b></p> <p>No business interruption, business operates with degraded services</p>	<ol style="list-style-type: none"> <li>1. An outage or system failure has been identified that has little or no performance or utility impact on the general user community.</li> <li>2. A particular application may be slow to respond due to high demand or sub-system failure or a hardware subsystem may have failed and put the device in a slightly degraded state.</li> <li>3. Business operations are supported but may appear to be slower or slightly intermittent.</li> </ol>	<p><b>Within one hour</b> - Direct contact with customer in person or by phone to begin support.</p> <p><i>This may be account manager, lead tech or secondary tech resource</i></p>	<p><b>Next Business Day</b></p> <p>After notification to 5Nines On-Call Technician or Helpdesk ticket system, Lead tech and or required resources will schedule support work to provide for the most expedient resolution</p> <p>- Involve system vendors/tech support as needed.</p>
<p><b>4</b></p> <p>System failure with no immediate impact on business operations</p>	<ol style="list-style-type: none"> <li>1. A minor failure in a redundant system has failed but has not impacted any application or the performance of the network or access to resources.</li> </ol>	<p><b>Within 2 Hours</b> - direct contact with customer to begin providing technical support and updates</p> <p><i>This may be account manager, lead tech or secondary tech resource</i></p>	<p><b>2nd business day</b></p> <p>After notification to 5Nines On-Call Technician or Helpdesk ticket system, Lead tech and or required resources will schedule support work as quickly as possible to provide for the most expedient resolution</p>