

Incident Management Framework

The objective of an internal incident management framework is to restore normal services to our customers as quickly as possible, and minimize the adverse impact on the business operations while ensuring we maintain our service quality levels.

Service Level Agreements

Priority (Severity)	Description	Target Response Time	Target Resolution Time*
1	Urgent	20 Minutes	1 Hour
2	High	1 Hour	3 Hours
3	Normal	4 Hours	8 Hours
4	Low	8 Hours	ICB **

*Resolution time does not include shipping time or truck rolls

** Resolution time frame will be given based on type of request

Note: Hours are based on business hours for the Support Desk, which operates M-F 7am-7pm Eastern, excluding US holidays.

Incident Description Details

Description	Details
Urgent	<ul style="list-style-type: none"> ● CrisisAlert™ Web or Application Portal Unavailable ● Inability to reach customer network or gateway not available ● Unresponsive hardware potentially causing Alert Activation to be unavailable ● Hardware location unidentifiable or changed without CENTEGIX™ knowledge
High	<ul style="list-style-type: none"> ● Unresponsive hardware potentially causing less than ideal location accuracy ● Critical user unable to access account or interface (e.g. District Admin)
Normal	<ul style="list-style-type: none"> ● Non-Crisis related system administration issue such as inability to add new users ● Setup Help, configuration assistance or issues causing minimal impact on business
Low	<ul style="list-style-type: none"> ● General inquiry/enhancement request, moves, changes, or additional orders