

Priority Level – Case Definition

Priority Level	Case Example
<p>Level 1 – CRITICAL</p> <p>Any issue which prevents or hinders basic VXTracker Functionality</p>	<ul style="list-style-type: none"> • VXTracker system is down not allowing access or reporting functionality • Continuous or frequent instability affecting the basic VXTracker functionality
<p>Level 2 – HIGH</p> <p>Any issue which causes a significant impact on the VXTracker system including reporting or configuration (i.e. bug suspect); where a workaround is applicable (or possible)</p>	<ul style="list-style-type: none"> • System even causes intermittent impact to end users • Loss of routing reporting capability • Incorrect data
<p>Level 3 – MEDIUM</p> <p>Any issue which causes limited impact on the VXTracker system and a workaround is applicable or known.</p>	<ul style="list-style-type: none"> • System even causes only limited impact to end users • Minimal reporting problem or issue • Successful workaround in place of a higher priority issue • Incorrect data, but can be used to generate a final report
<p>Level 4 – LOW</p> <p>Information request for configuration, basic setup or training, update/upgrade requests, general questions</p>	<ul style="list-style-type: none"> • Information requests • Standard questions on configuration or functionality or reporting • General “how to” type questions.