



IT Prioritization of Incidents

IT Service Management Office

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Prioritization of Incidents

- Three metrics are used for determining the order in which incidents are processed. Incident Priority is determined primarily on the basis of urgency and impact:
 - Impact – The effect on business that an incident has.
 - Urgency – The extent to which the incident's resolution can bear delay.
 - Priority – How quickly the IT should address the incident.

Impact

The effect on the business that an incident has...

IMPACT TABLE	
RANK	CRITERIA
1. Extensive/ Widespread:	Entire department, floor, branch, line of business, external customer or multiple patients affected.
2. Significant/ Large:	Greater than 5 business people or 1 patient affected.
3. Moderate/ Limited:	Less than 5 business people affected. No patients involved.
4. Minor/ Localized:	1 business person affected. No patients involved.

Urgency

The extent to which the incident's resolution can bear delay...

URGENCY TABLE	
RANK	CRITERIA
1. High:	Process stopped; customer cannot work. System and/or service unavailable. Generally customers are unable to work and cannot bear any delay.
2. Medium:	Process affected; certain functions are unavailable to customers. System and/or service are degraded. Customer cannot work and require expedited restoration of service, but can bear minimal delays.
3. Low:	Process affected; certain functions are unavailable to customers. System and/or service inconvenienced but still available and the work can be scheduled.

Priority

How quickly IT should address the incident...

PRIORITIZATION MODEL					
		IMPACT			
		1 Extensive /Widespread (10)	2 Significant/ Large (5)	3 Moderate/ Limited (3)	4 Minor/ Localized (0)
U R G E N C Y	1 HIGH (15)	1 (25)	2 (20)	2 (18)	3 (15)
	2 MEDIUM (10)	2 (20)	3 (15)	3 (13)	3 (10)
	3 LOW (0)	3 (10)	4 (5)	4 (3)	4 (0)

The value in parenthesis is used to determine the weight of the priority.

Priority 1 (Critical) – weight of 21-30

Priority 2 (High) – weight of 16-20

Priority 3 (Med) – weight of 6-15

Priority 4 (Low) – weight of 0-5

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