

Quincy Data Center Triggers and Targets

Name	Target	Trigger
DDC - Acknowledgement Response - 06 hrs	6 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Priority not = Critical
DDC - Acknowledgement Response - 30 min	30 mins	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Priority = Critical
DDC - Expedited MACD Request - 24 HRS	24 Hrs	Assignment Group = Dell Quincy Data Center, Symptom = MACD < 10 Devices, Priority = Critical or High
DDC - Expedited MACD Request - 48 HRS	48 Hrs	Assignment Group = Dell Quincy Data Center, Symptom = MACD < 10 Devices, Priority = Critical or High
DDC - P1 INC - 2 HRS	2 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Critical
DDC - P1 INC - 4 HRS	4 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Critical
DDC - P1 Srv Req Excluding MACD - 02 hrs	2 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Critical
DDC - P1 Srv Req Excluding MACD - 04 hrs	4 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Critical
DDC - P2 INC - 4 HRS	4 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = High
DDC - P2 INC - 8 HRS	8 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = High
DDC - P2 Srv Req Excluding MACD - 48 hrs	48 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = High
DDC - P2 Srv Req Excluding MACD - 72 hrs	72 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = High
DDC - P3 INC - 24 HRS	24 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Medium
DDC - P3 INC - 8 HRS	8 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Medium
DDC - P3 Srv Req Excluding MACD - 05 day	5 Days	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Medium
DDC - P3 Srv Req Excluding MACD - 10 day	10 Days	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Medium
DDC - P4 INC - 120 HRS	120 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Low
DDC - P4 INC - 72 HRS	72 Hrs	Assignment Group = Dell Quincy Data Center, Incident Type = Interruption or Event, Priority = Low
DDC - P4 Srv Req Excluding MACD - 14 day	14 Days	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Low
DDC - P4 Srv Req Excluding MACD - 30 day	30 Days	Assignment Group = Dell Quincy Data Center, Incident Type = Request, Symptom not = MACD < 10 Devices, Priority = Low
DDC - Standard MACD Request - 96 HRS	96 Hrs	Assignment Group = Dell Quincy Data Center, Symptom = MACD < 10 Devices, Priority = Medium or Low
DDC - Standard MACD Request - 72 HRS	72 Hrs	Assignment Group = Dell Quincy Data Center, Symptom = MACD < 10 Devices, Priority = Medium or Low