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Describe incident support model. Explain the process flow for incidents (L1/ L2/ L3, sub-vendor, supplier etc.)

Incident Support Model is as follows:

The priority of an Incident is based on the following criteria: **Incidents are not forwarded to Sub-**

Priority	Characteristics	Service Resolution Target
1 Severe Business Impact	<ul style="list-style-type: none"> ▪ Critical System, network or key application outage (or imminent outage) with critical impact on service delivery or ▪ Total loss of production service to entire State set or ▪ Impacts one or more service level commitments or ▪ Revenue or delivery schedule impact 	4 hours
2 Major Business Impact	<ul style="list-style-type: none"> ▪ Key component, application, critical State machine or network is down, degraded, or unusable or ▪ Potential critical impact on service delivery or ▪ Service performance degradation; service delivery impacted or ▪ Partial State set affected 	24 hours
3 Minor Business Impact	<ul style="list-style-type: none"> ▪ A component, minor application or procedure is down, unusable, or difficult to use or ▪ Some operational impact, but no immediate impact on service delivery or ▪ Service outage but alternative workaround available or ▪ Incidents that degrade service but do not prevent delivery of service or ▪ Potential exposure to ability to deliver service or ▪ Scattered State users affected 	3 days
4 Minimal or No Business Impact	<ul style="list-style-type: none"> ▪ Component, procedure, not critical to the State is unusable or ▪ Alternative is available; deferred maintenance is acceptable or ▪ No impact to service or ▪ No production affected or ▪ Individual State user affected 	7 days

Vendor, Supplier, etc.

This list is intended to provide some examples and is not a complete list of potential scenarios. The headings can be Impact and/or Urgency in the place of Priority.

Priority Level (can be Urgency and/or Impact)	Measure	Threshold	Classification Trigger Point	
Priority-1	Taxation - OnLine Filing App Down. Impacting consumer facing services	> 100 users	≥ 15 minutes	
	DOT Snow Plow Tracking App Down. Major Snow storm in progress	All events		
	JFS - Cannot process claims.	All events	≥ 60 minutes	
	DOH Patient Admission App Down	≥ 50	≥ 30 minutes	
		≥ 50 ≥ 250 users > 100 users All events	≥ 300 minutes ≥ 30 minutes ≥ 15 minutes > 60 Minutes	
Priority-2	Loss of System Redundancy or Network Redundancy (single threaded, no customer impact)	All Incidents		
	Exchange or appropriate mail system routing backups or delays	≥ 1000 msgs. or delays	≥ 30 minutes	
	System Response Time Degradation	≥ 3 X normal	≥ 30 minutes	
	System Response Time Degradation	≥ 1.5 X normal	≥ 30 minutes	
	System Capacity (detected via monitoring)	Above threshold	> 60 minutes	
	System Capacity (detected via monitoring)	Above threshold	> 240 minutes	
	Repeat (Sev2) System Outages	≥ 2 outages	within 48 hrs	
	Incidents outside of operational hours with potential major impact to users	> 100 potential users or >50% population	< 2 hours prior to start of business operations	
	Incidents outside of operational hours with potential major impact to users	>100 potential users or > 50% population	≥ 120 minutes	
	App A Users impacted	≥ 250 users	≥ 30 minutes	
	App B Users impacted	≥ 100	≥ 30 minutes	
	Priority-3	Users impacted	≥ 250 users	≥ 60 minutes
		Users impacted	100 to 249 users	≥ 60 minutes
Service Level Impact		Any	NA	
Priority-4	Users impacted	≥ 250 users	≥ 60 minutes	
	All remaining incidents not classified above	All		

