Amherst
INFORMATION TECHNOLOGY

Service Desk Priority Matrix

Purpose

Provides defined ranges to measure issue severity. Provides uniformity in identifying the most efficient path to solutions.

Matrices

Use the **Impact Assessment Matrix** to assign points to the issue from each of the 4 columns (Scope Impact, Goodwill Impact, Operations Impact, and Urgency).

Then, use the sum of the points to determine the issue's Priority.

Impact Assessment

Points	Scope Impact	Goodwill Impact	Operations Impact	Urgency
3 points each	Affects 40 or More Users	The entire organization is impacted. A critical service is impacted. EVP or executive is requesting assistance.	Interferes with core business functions OR potential loss of mission-critical data. (ex. Yardi or Salesforce outage)	It affects an entire service, resulting in the inability to provide the functions of the service. No workaround is available.
2 points each	Affects 20-39 Users	Most of the company is impacted by the incident. Non-critical service is impacted. VP is requesting assistance.	Interferes with non-core business activities OR functions that do not affect the entire company.	It affects a user's ability to perform a function critical to their role and standard business operations.
1 point each	Affects 5-19 Users	Multiple users or a work group is impacted.	Interferes with normal completion of work OR renders tasks difficult, but not impossible, to complete.	Moderately affects a user's ability to perform part of their role functions.
0 points each	Affects 0-4 Users	One or fewer users are impacted.	Interferes with recreational OR non-business-related functions.	It does not impede a user's ability to perform a function or a workaround is available.

Priority Scoring

Score	Priority Code	Response	Ideal Time Durations
11-12	Critical - P1	An immediate and sustained effort using all available resources until resolved. On-call procedures activated, vendor support invoked.	Immediate action/resolution within 2 hours.
8-10	High - P2	Technicians respond immediately to assess the situation. Technicians may interrupt other staff working low or medium priority jobs for assistance. On-call procedures activated, vendor support invoked.	Action within 2 hours/resolution within 8 hours.
4-7	Medium - P3	Respond using standard procedures, operating within normal supervisory management structures.	Time to First Response within 12 hours/resolution within 3 business days.
0-3	Low - P4	Respond using standard operating procedures, as time allows.	Action within 24 hours/resolution within 5 business days.

Scoring Examples

High-priority Ticket Example

Description: SharePoint is experiencing degraded performance

Scope Impact:	Goodwill Impact:	Operations Impact:	Urgency:	Result:
Affects 40 or More Users (3 points)	Most of the company is impacted by the incident. (2 points)	Interferes with non-core activities. (2 points)	Affects users' ability to perform part of their role functions. (1 point)	**Ticket Priority: High** **Total points: 8**

Medium-priority Ticket Example

Description: An end-user with issues uploading lease proposals

Scope Impact:	Goodwill Impact:	Operations Impact:	Urgency:	Result:
Affects 0-4 Users (0 points)	One or fewer users are impacted. (0 points)	Interferes with non-core activities. (2 points)	Affects a user's ability to perform a function critical to their role. (2 points)	**Ticket Priority: Medium** **Total points: 4**

Low-priority Ticket Example

Description: An end-user cannot access email

Scope Impact:	Goodwill Impact:	Operations Impact:	Urgency:	Result:
Affects 0-4 Users (0 points)	One or fewer users are impacted. (0 points)	Interferes with non-core activities. (2 points)	Affects users' ability to perform part of their role functions. (1 point)	**Ticket Priority: Low** **Total points: 3**