

## Key Terms

**Acknowledge time** - The time between the customer notifying ECI that an incident has occurred and ECI taking ownership of the incident.

**Resolution** - State achieved when the situation that caused the support call has a viable workaround or has been repaired and verified.

## Severity Scale

<b>Severity 1</b>  Severity 1 incidents must be reported via telephone and are supported via phone or e-mail.	Considered a major incident that affects many users (either external or internal to the organization). Incident requires resolution within twenty-four (24) hours/ same business day.	
	<b>RESPONSE LEVELS</b>	
	During ECI business hours:	10 minutes acknowledge time, same business day response & assessment time.
	Non-business hours:	20 minutes acknowledge time, same business day response & assessment time.
<b>Severity 2</b>	Considered a minor incident that affects at least one (1) user using an important application or multiple users involving a less important application. Incident requires response & assessment within forty-eight (48) business hours.	
	<b>RESPONSE LEVELS</b>	
	During ECI business hours:	4 hour acknowledge time, 48 hours response & assessment time
<b>Severity 3</b>  (Dispatched Move, Add, or Change)	Incident is typically a change order or addition to the existing system which cannot be completed remotely and requires dispatch. Incident requires response & assessment within five (5) to ten (10) business days.	
	<b>RESPONSE LEVELS</b>	
	During ECI business hours:	Response & assessment within 10 business days or best effort based on hardware and software availability.
<b>Severity 4</b>	Incident is typically a change order or addition to the existing system which can be completed remotely from helpdesk. Incident requires response & assessment within three (3) to five (5) business days, during ECI business hours.	

Incidents categorized as Severity 2, 3, or 4 must be reported via telephone or e-mail ([helpdesk@ecitech.ca](mailto:helpdesk@ecitech.ca)).

Helpdesk hours are Monday to Friday 8:30am-5pm ET.