Basic support services

IRLport as a Service

Definitions

Severity Definition	Definition
Severity 1 ticket (High)	An event with significant impact. Some users are unable to perform certain functions. Sub-set of services are not available to a certain number of users.
Severity 2 ticket (Medium)	A minor event, with low impact. Intermittent issues, workarounds are available to be used. Performance is degraded.
Severity 3 ticket (Low)	A low event, with low impact, mainly used for service requests or initial investigation of faults. Questions about the IRLport system.

Response times

Severity	Response Time	Recovery/Resolution Time	Availability
Severity 1 ticket (High)	2 business days	14 days	8x5 CET
Severity 2 ticket (Medium)	3 business days	Not applicable	8x5 CET
Severity 3 ticket Low)	7 business days	Not applicable	8x5 CET

Extended support, consultancy services and specific service levels will be offered separately as agreed and are not included in Basic support services.