![BDR Delivering Excellence]

Priority and First Response

Depending on the Priority of the Case we have different SLA's for a First Response to the Customer

Once the Case is logged, the IMT has got 15 Mins to escalate to the appropriate team. The Second line team have then got the following SLA's to achieve.

P1 – 15 Mins for BDR to respond
P2 – 30 Mins for BDR to respond
P3 – 2 Hours for BDR to respond
P4 - 4 Hours for BDR to respond

Please note, These SLA's are not for Resolution

Priority 1 (P1)
P1 faults are critical and require immediate attention. They result in a complete system or application outage, causing severe business impact or safety concerns.

Priority 2 (P2)
P2 faults are significant and demand rapid response. Although they might not cause complete system failure, they impact crucial functionality and result in notable business disruption or reduced efficiency.

Priority 3 (P3)
P3 faults are moderate in severity and have a noticeable but not critical impact. They affect non-essential functionality or operations, causing minor inconvenience or performance degradation.

Priority 4 (P4)
P4 faults are minor issues with minimal impact. They might involve cosmetic problems, informational alerts, or minor inconveniences that do not significantly affect system operation or user experience.