

Severity Matrix

URGENCY IMPACT	LOW Service annoyance / obstacles to usage	MEDIUM Service availability impacting ability to work / degraded < 50%	HIGH Service availability impairing ability to work / degraded > 50%	URGENT Service unavailable / severely degraded
SMALL Single user /customer	P3	P3	P2	P2
MODERATE Some customers / users for service are affected	P3	P2	P2	P1
LARGE Most customers / users for service are affected	P2	P2	P1	P1
SEVERE All customers / users for service are affected	P2	P1	P1	P1