Tyler Indiana Issue Priority Level Matrix

Priority Level	Definition	Impact Assessment	Examples	Reporting/Escalation Plan	Escalation Point of Contacts (POC)	Response Plan	Response Timeline

Critical	Issues refer to problems that render the website or application completely unusable, causing severe business impact or endangering user data or security. They require immediate attention and resolution.	Statewide Impact Multiple Agency Impact	Server outage, data breach, major functionality failure, critical security vulnerability.	1. State Personnel to contact Primary POC
				2. State Personnel to submit support ticket
				  a. The ticket will alert additional people via an email notification
				  b. The ticket will also serve as a level of transparency of the reported issue & its remediation
				  c. The ticket will assign a unique tracking ID to the reported issue that is maintained throughout the life of the contract
				3. State Personnel to contact Secondary POC (if needed)
				
				Note: the POC will gather the appropriate parties to assist in the reported issue
					1. Primary POC – Tyler Indiana Director of Operations
					  a. 12:00 a.m. – 12:00 p.m. 24/7/365
					2. Secondary POC – Tyler Indiana General Manager
					  a. 12:00 a.m. – 12:00 p.m. 24/7/365
					
					Note: When the Primary or Secondary POC is out of town, a replacement POC will be noted to the appropriate parties.
						1. Tyler Indiana to call appropriate personnel with a status update regularly with the following details
						  a. Impact assessment – statewide, multiple state entities, single state entity
						2. Tyler Indiana to email appropriate personnel with a status update regularly
						3. Once a resolution has been put in place
						  a. Tyler Indiana will call the appropriate personnel with an update
						  b. Tyler Indiana will email the appropriate personnel with an update
						4. Tyler Indiana will update the support ticket with the resolution details and close the ticket
							Response times will follow the initial response time frames and resolution time periods as outlined in the State's SLAs

High	Issues are significant problems that affect important features or functionality of the website or application, causing a significant business impact or impacting many users. They require prompt resolution.	Statewide Impact Multiple Agency Impact Single Agency Impact	Major functionality issues, service degradation affecting a large number of users.	1. State Personnel to contact Primary POC
				2. State Personnel to submit support ticket
				  a. The ticket will alert additional people via an email notification
				  b. The ticket will also serve as a level of transparency of the reported issue & its remediation
				  c. The ticket will assign a unique tracking ID to the reported issue that is maintained throughout the life of the contract
				3. State Personnel to contact Secondary POC (if needed)
				
				Note: the POC will gather the appropriate parties to assist in the reported issue
					1. Primary POC – Tyler Indiana Director of Operations
					  a. 12:00 a.m. – 12:00 p.m. 24/7/365*
					2. Secondary POC – Tyler Indiana General Manager
					  12:00 a.m. – 12:00 p.m. 24/7/365*
					
					Note: When the Primary or Secondary POC is out of town, a replacement POC will be noted to the appropriate parties.
						1. 1.) Tyler Indiana to call appropriate personnel with a status update regularly with the following details
						  a. Impact assessment – statewide, multiple state entities, single state entity
						2. Tyler Indiana to email appropriate personnel with a status update regularly
						3. Once a resolution has been put in place
						  a. Tyler Indiana will call the appropriate personnel with an update
						  b. Tyler Indiana will email the appropriate personnel with an update
						4. Tyler Indiana will update the support ticket with the resolution details and close the ticket
							Response times will follow the initial response time frames and resolution time periods as outlined in the State's SLAs

Medium	Issues involve moderate problems that affect non-essential features or functionality, causing a noticeable impact on user experience or a minor disruption to business operations. They should be addressed promptly but can be scheduled based on workload and available resources.	Statewide Impact Multiple Agency Impact Single Agency Impact	Non-critical functionality failure, minor performance issues, User Interface (UI) inconsistencies, non-essential data display issues.	1. State Personnel to submit support ticket
				  a. The ticket will alert the appropriate people
				  b. The ticket will also serve as a level of transparency of the reported issue & its remediation
				  c. The ticket will assign a unique tracking ID to the reported issue that is maintained throughout the life of the contract
					1. Tyler Indiana Customer Service
					
					Note: Normal business hours per contract SLA
						Tyler Indiana to follow up via the ticketing system and directly either via phone or email with the state personnel POC when appropriate	Response times will follow the initial response time frames and resolution time periods as outlined in the State's SLAs

Low	Issues are minor problems or inquiries that have minimal impact on functionality or user experience, posing no significant, if any, threat to business operations or services. They can be scheduled based on workload and available resources.	Statewide Impact Multiple Agency Impact Single Agency Impact	Cosmetic issues, minor text or image errors, general inquiries, non-essential feature requests.	1. State Personnel to submit support ticket
				  1. The ticket will alert the appropriate people
				  2. The ticket will also serve as a level of transparency of the reported issue & its remediation
				  3. The ticket will assign a unique tracking ID to the reported issue that is maintained throughout the life of the contract
					1. Tyler Indiana Customer Service
					
					Note: Normal business hours per contract SLA
						Tyler Indiana to follow up via the ticketing system and directly either via phone or email with the state personnel POC when appropriate	Response times will follow the initial response time frames and resolution time periods as outlined in the State's SLAs