

18.2 Service Level Objectives

Priority	Response Time	Resolve Time	Description	Escalation Procedure
Priority 1 (Critical)	30 minutes Customer Call Back (CCB) 24/7	4hr resolution 24/7	Issue is directly affecting patient care and no work around is available Examples: Unplanned downtime of Epic, access issues	During standard support hours: If Epic Support Team member does not respond within 15 minutes, appropriate manager will be contacted. If manager does not respond, appropriate director will be contacted. On call support hours: follow same process as above, beginning with contacting the Help Desk.
Priority 2 (High)	30 minutes CCB 24/7	24hr resolution 24/7	Issue is not directly affecting patient care, but affecting a user's ability to perform job functions Examples: Clearinghouse issues, lab interface down	During standard support hours: If Epic Support Team member does not respond within 1 hour, appropriate manager will be contacted. If manager does not respond, appropriate director will be contacted. On call support hours: follow same process as above, beginning with contacting the on call team member.
Priority 3 (Medium)	30 minutes CCB during business hours	72hr resolution 24/7	Issue is not directly affecting patient care or the user's ability to perform their job functions Examples: Missing Smart Sets, missing reports, training-type questions – "How Do I Do..?"	Standard support hours only. If Epic Support Team member does not respond within 3 business days, appropriate manager will be contacted.
Priority 4 (Low)	30 minutes CCB during business hours	120hr resolution 24/7	Similar to the statement above but is differentiated by "x"	Standard support hours only. If Epic Support Team member does not respond within 5 business days, appropriate manager will be contacted.