

## Case Priority Matrix

Priority	Definition	Response Time	Example
1 – Critical	Disaster Declaration or Critical production system fully offline with majority of users affected	Dependent on service suite	<p>Backup: Customer has experienced a total loss and requires complete restoration.</p> <p>Disaster Recovery: Customer needs to spin up DR environment due to a local disaster.</p> <p>Cloud services: All ODS cloud services unreachable.</p>
2 – High	Non-critical production system fully offline with majority of users affected	2 business hours	<p>Backup: All backups to ODS are failing. Customer needs non-critical data restored.</p> <p>Disaster Recovery: Customer needs to spin up non-critical production system in DR environment.</p> <p>Cloud Services: Terminal or File Server in the ODS cloud is unreachable.</p>
3 – Medium	Non-production system offline or production system impaired. No workaround available. Minority of users affected.	8 business hours	<p>Backup: Single backup failure or non-critical file retrieval.</p> <p>Disaster Recovery: Customer needs to retrieve data from DR environment</p> <p>Cloud Services: Small number of workstations are unreachable, or access to the ODS cloud is slow.</p>
4 – Low	General and Administrative requests and inquiries	End of next business day	<p>Backup: Increase repository size</p> <p>Disaster Recovery: Perform DR test, or add DR servers</p> <p>Cloud Services: Migration of servers to/from cloud, provide new cloud services</p>

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