Production Support

	Severity 1	Severity 2	Severity 3	Severity 4
Description	Business critical service is down or critical interface has failed. The issue is preventing two or more Trusted Data-Sharing Organizations (TDSOs) ability to use the service.	Service component severely restricted in one of the following ways: • Non-business critical service is down or non-business critical interface has failed • Business critical service has a partial failure for multiple TDSOs • Business critical service has failed for a single TDSO	Non-critical service is down or non-critical interface has partially failed. A critical service is usable however, less significant features are unavailable. The service is online however, is operating in a degregated state.	A non-critical service component is malfunctioning, causing minimal impact, or a test system is down.
Example	ADT messages from two TDSOs are unable to be received by MiHIN.	MiHIN cannot communicate (send or receive) messages between single or multiple TDSOs, but can still successfully communicate with other organizations.	ADT messages outbound from MiHIN are processing slower than expected.	Unable to send ADT to test environment
Initiation Method	**Call** 517-336-1430 and **submit** a ticket online at www.mihin.org/requesthelp	**Call** 517-336-1430 and **submit** a ticket online at www.mihin.org/requesthelp	**Submit** a ticket online at www.mihin.org/requesthelp	**Submit** a ticket online at www.mihin.org/requesthelp
Initial Response	Within **1 hour**	Within **2 hours**	**1 business day**	**1 business day**
Resolution Goal	Within **4 hours**	Within **8 hours**	**3 business days**	**7 business days**