

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 is severely restricted in one of the following ways: <ul style="list-style-type: none"> • Non-business critical service is down, or non-business critical interface has failed • Business critical service has a partial failure for multiple TDSOs • A critical service component is online however, is operating in a degenerated state and having a significant impact on multiple TDSOs 	Service is restricted in one of the following ways: <ul style="list-style-type: none"> • Non-business critical interface has partially failed • Business critical service has failed for a single TDSO • A critical service component is usable however, less significant features are unavailable 	A non-business critical service or 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.	ADT messages outbound from MiHIN are processing slower than expected.	MiHIN cannot communicate (send or receive) messages between single TDSO but can still successfully communicate with other organizations.	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
Acknowledgement Communication	Within 15 minutes	Within 15 minutes	Within 1 business hour	Within 1 business hour
Initial External Communication	Within 1 hour	Within 1 hour	1 business day	1 business day
Resolution Goal	Within 4 hours	Within 8 hours	3 business days	7 business days

