

SOP: Estimated Response and Resolution Time Frames

This SOP defines the **estimated response and resolution time frames** for handling incidents, service requests, and support tickets. It establishes clear timelines for initial acknowledgment, progress updates, and final resolution to ensure efficient and consistent communication with stakeholders. The purpose is to set realistic expectations, improve accountability, and enhance overall service quality by minimizing delays and promptly addressing issues within the stipulated time frames.

1. Scope

This SOP applies to all incidents, service requests, and support tickets received by the *Support Team*.

2. Definitions

- **Incident:** An unplanned interruption to a service or reduction in quality.
- **Service Request:** A user request for information, advice, or a standard change.
- **Support Ticket:** A record of a request or issue requiring assistance.
- **Response Time:** Time taken to acknowledge a request or incident.
- **Resolution Time:** Time taken to resolve a request or incident after acknowledgment.

3. Estimated Time Frames

Priority Level	Initial Response Time	Progress Update Frequency	Resolution Time
Critical (P1)	Within 30 minutes	Every 1 hour	Within 4 hours
High (P2)	Within 1 hour	Every 2 hours	Within 8 hours
Medium (P3)	Within 4 hours	Every 8 hours	Within 2 business days
Low (P4)	Within 1 business day	Every 2 business days	Within 5 business days

4. Roles & Responsibilities

- **Support Team:** Monitor and respond to incoming tickets within the designated timeframe.
- **Team Lead/Manager:** Review unresolved tickets, escalate priority issues, and ensure compliance with SOP.
- **End Users:** Provide timely and accurate information when requested to aid in resolution.

5. Communication Guidelines

- Acknowledge receipt of the ticket within the initial response time.
- Provide regular progress updates at the specified intervals.
- Notify the requester immediately upon resolution, with a summary of the actions taken.
- Escalate any potential delays to the relevant stakeholders as soon as identified.

6. Review & Continuous Improvement

This SOP will be reviewed annually or as needed. Feedback from stakeholders will be used to refine time frames and communication practices.