

# SOP Template: Priority Assignment and Service Level Agreement (SLA) Adherence

This SOP details the process for **priority assignment and Service Level Agreement (SLA) adherence**, focusing on the classification of service requests based on urgency and impact, ensuring timely and efficient resolution. It covers the criteria for priority levels, response and resolution time targets, escalation procedures, and monitoring mechanisms to meet or exceed SLA commitments. The objective is to enhance customer satisfaction and operational efficiency by consistently managing priorities and adhering to agreed service standards.

## 1. Scope

This SOP applies to all service requests and incidents handled by the service desk and technical support teams. It ensures a standardized approach to prioritization and SLA compliance.

## 2. Definitions

- **Priority:** Categorization of service requests based on urgency and business impact.
- **SLA (Service Level Agreement):** Predefined standards for response and resolution times for various priority levels.
- **Escalation:** Procedural increase in attention or intervention for cases at risk of breaching SLA.

## 3. Priority Levels

Priority Level	Description	Example
P1 - Critical	Major business impact; core systems down, no workaround available, affects multiple users.	System outage, major data loss, security breach.
P2 - High	Significant impact; important function impaired, limited workaround, affects multiple users.	Application error impacting department performance.
P3 - Medium	Moderate impact; issues with workaround available, affects one or a few users.	Single-user login issues.
P4 - Low	Minimal business impact; cosmetic issues or minor inconveniences.	Feature request, minor formatting error.

## 4. SLA Targets

Priority	Initial Response Target	Resolution Target
P1 - Critical	15 minutes	4 hours
P2 - High	30 minutes	8 hours
P3 - Medium	2 hours	2 business days
P4 - Low	4 hours	5 business days

## 5. Priority Assignment Process

1. Assess impact and urgency of each new service request or incident.
2. Assign appropriate priority level based on established criteria.

3. Inform requester of the assigned priority and expected SLA timeframes.

## 6. SLA Monitoring and Management

- Track all open requests and incidents against their SLA targets using ticketing system tools.
- Generate regular reports to monitor SLA adherence at individual and team levels.
- Review SLA performance in monthly operational meetings.

## 7. Escalation Procedure

1. Automatically flag tickets at risk of SLA breach (e.g., 80% of SLA time elapsed).
2. Escalate flagged tickets to higher support tiers or management as per escalation matrix.
3. Communicate escalation status and revised timelines to stakeholders.

## 8. Continuous Improvement

- Analyze SLA breaches to identify process gaps and recurring issues.
- Implement corrective actions and update SOP as necessary.
- Conduct periodic training for staff on priority assessment and SLA management.

## 9. Roles and Responsibilities

- **Service Desk:** First-level assessment, priority assignment, initial response.
- **Support Teams:** Resolution of escalated or specialized requests.
- **Managers:** Oversight of SLA adherence, process improvement, and escalations.

## 10. Recordkeeping and Documentation

- All service requests, priorities, escalations, and resolution times must be recorded in the ticketing system.

## 11. Review and Approval

- This SOP shall be reviewed annually or upon significant process change.
- Approval must be documented by the relevant management authority.