

# SOP: Initial Assessment and Prioritization Criteria

This SOP defines the **initial assessment and prioritization criteria** used to evaluate incoming tasks or incidents. It details the evaluation process to determine urgency and impact, ensuring resources are allocated efficiently and critical issues are addressed promptly. The procedure includes guidelines for categorizing and prioritizing cases to streamline workflow and enhance response effectiveness.

## 1. Purpose

To establish standardized processes for the assessment and prioritization of incoming tasks or incidents. This ensures efficient allocation of resources and timely resolution of critical issues.

## 2. Scope

This SOP applies to all members of the [Team/Department Name] responsible for triaging and handling incoming requests, tasks, or incident reports.

## 3. Definitions

- **Incident:** Any unplanned event that could disrupt normal operations.
- **Task:** A planned or ad hoc activity requiring action.
- **Urgency:** The speed at which an incident or task must be addressed.
- **Impact:** The potential consequences on operations, customers, or business.
- **Priority:** The order in which incidents or tasks are addressed based on urgency and impact.

## 4. Procedure

1. **Initial Intake**
  - Record all relevant information regarding the incident or task.
  - Assign a unique identifier or ticket number.
2. **Assessment Criteria**
  - Evaluate both **urgency** and **impact** based on provided details.
  - Refer to predefined definitions and examples (see Tables below).
3. **Classification and Categorization**
  - Determine the category (e.g., system failure, user request, service degradation).
  - Log the category in the case management system.
4. **Prioritization Matrix**
  - Cross-reference urgency and impact to determine priority level.
  - Assign the appropriate priority according to the matrix (see Table 2).
5. **Resource Allocation**
  - Route case to the appropriate team or individual based on priority.
  - Escalate immediately if criteria for major incidents are met.
6. **Documentation**
  - Ensure all assessment decisions and rationale are documented for future reference.

## 5. Assessment Criteria Tables

Table 1: Urgency and Impact Definitions

Level	Urgency	Impact
High	Requires immediate attention; widespread disruption or complete service outage.	Affects critical business operations, majority of users, or major clients.
Medium	Needs prompt resolution but not immediately; limited disruption.	Affects a department or multiple users but not business-critical.
Low	Can be scheduled; little or no immediate disruption.	Minor effect on individual users; negligible business impact.

Table 2: Prioritization Matrix

	High Impact	Medium Impact	Low Impact
High Urgency	Priority 1 (Critical)	Priority 2 (High)	Priority 2 (High)
Medium Urgency	Priority 2 (High)	Priority 3 (Medium)	Priority 4 (Low)
Low Urgency	Priority 3 (Medium)	Priority 4 (Low)	Priority 5 (Planning)

## 6. Roles and Responsibilities

- **Intake Personnel:** Document and categorize all incoming incidents/tasks.
- **Assessor:** Evaluate urgency and impact, assign priority, and escalate as appropriate.
- **Team Lead/Manager:** Review critical cases, oversee prioritization decisions, and ensure adherence to SOP.

## 7. Review and Continuous Improvement

- This SOP will be reviewed annually or whenever there are significant changes to systems, workflows, or business priorities.
- Feedback from team members and stakeholders should be incorporated to enhance effectiveness.