### IT Incident and Request Priorities

US:IT prioritizes incidents (something is broken or not working as designed) and requests (someone needs something new or new to them) based on IMPACT on university activities (teaching, learning, work, etc).

<table>
<thead>
<tr>
<th>Priority</th>
<th>Typical Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>PREVENTS ESSENTIAL-TIME-SENSITIVE teaching, learning or work activities and there is no reasonable way for the end-user to circumvent the issue (workaround).</td>
</tr>
<tr>
<td>High</td>
<td>Affects a large group of end-users OR prevents teaching, learning or work activities if not resolved quickly, but does not prevent ESSENTIAL-TIME-SENSITIVE activities.</td>
</tr>
<tr>
<td>Normal</td>
<td>Affects one person or a small group of end-users, but does not prevent ESSENTIAL-TIME-SENSITIVE activities.</td>
</tr>
</tbody>
</table>