

INCIDENT SEVERITY LEVELS



01



SEV-1 - Very High Impact

Critical incident with very high impact.

e.g. A customer facing service is completely down for all customers.



02



SEV-2 - Significant Impact

Critical incident significant impact.

e.g. A customer facing service is down for a subset of customers.



03



SEV-3 - Low Impact

Minor incident with low impact.

e.g. Partial loss of functionality causing inconvenience to customers.



04



SEV-4 - Minor Issues

Minor issues requiring action, but not affecting ability to use the service.

e.g. Slower than average load times.



05



SEV-5 - Cosmetic Issues

Cosmetic issues or bugs not affecting customer ability to use the service.

e.g. Application text is misspelled.