

		<b>Urgency - Business Process</b> Note: If workaround is available, severity may be lowered by one level			
Impact - Number of users		<b>Emergency</b> - Has the issue caused a complete and immediate work stoppage for a primary business process?	<b>High</b> - Has a business process been affected in such a way that business functions are severely degraded?	<b>Medium</b> - Has a business process been affected in such a way that certain functions are unavailable or system/ service been degraded?	<b>Low</b> - Has little impact on normal business processes and can be handled on a scheduled basis?
		Severity/Priority			
Enterprise		1	1	2	3
Entire agency, department, floor, branch or line of business		1	2	2	3
Multiple End Users		2	2	3	4
End User		3	3	3	4