US Cloud Tickets and SLAs

Every ticket that you submit has a severity level attached depending on how impactful the problem is for your organization. Certain severities will take priority depending on how harmful they are to your processes.

US Cloud Ticket Process and SLA

- **Ticket Submission/Initial Response Time SLA –** When a ticket is submitted through the Account Portal or by phone, US Cloud's Initial Response Time (IRT) SLA guarantee is within 15 minutes of ticket submission for all severity levels (1-4).

- The responding US Cloud Engineer reviews details, logs, etc. and the severity level indicated by client to determine business impact and priority. That engineer will work the ticket personally or route to the correct resource(s) (POD, team, engineer) as needed.

US Cloud Severity Level Definition

Severity 1 - Catastrophic business impact: Complete loss of one or more primary systems or services and core business processes / business-critical work cannot reasonably continue.

Severity 2 - Critical business impact: Significant loss or degradation of services with business-critical work severely affected, but not completely halted. Primary services are usable but in a significantly impaired fashion.

Severity 3 - Moderate business impact: Moderate degradation or loss of services, but work can continue in a sub-optimal manner.

Severity 4 - Minimal business impact: Systems functioning with minor or no impediments. The situation has limited or no direct business impact.

US Cloud High Severity Ticket Process

Severity 1 & 2 tickets get automatic priority routing to a Crit Sit Manager for confirmation of severity assessment and immediate action. The appropriate US Cloud Sr. Premier Engineer will be engaged and working the ticket within 30 minutes of initial response (24/7/365).

They also trigger a Client's TAM and US Cloud Engineering Leadership to be alerted and pulled into the process as needed. Severity 1 tickets will be worked continuously until resolved, with status updates to the Client every 3 hours minimum. Severity 2 tickets will be worked as an expedited issue and prioritized over any severity 3 or 4 tickets in the US Cloud ticket queue until resolved.

Any severity 1 & 2 tickets that require tenant access, or can't be solved without MSFT involvement, will be escalated via the Microsoft Premier Support for Partners path immediately.