

Service Level Target:

Following table defines Service Level Targets for Response and Resolution time.

Severity Level	Response Time	Resolution Time	Calculation Window
S1	10 min	40 min	Monthly
S2	15 min	45 min	
S3	20 min	60 min	
S4	20 min	90 min	

For enhancement/Modification, the service level targets would be as under:

Severity Level	Response Time	Resolution Time	Calculation Window
S4	1 day	5 days	Monthly
S3	1 day	3 days	
S2	1 Hrs	2 days	
S1	4 Hrs	1 day	