

## PRIORITY

### HOW TO USE

1. Find the Urgency using the Urgency table to find which category (High, Medium, Low) has more applicable "themes" associated with it.
2. Find the Impact using the Impact table.
3. Use the priority matrix to find the priority.

## URGENCY

Category	Theme	Description
High	Deadline	Right Now or 1-5 Business Days
	VIPs	President, VP, VP Delegate, AVP / Several VIPs affected
	Damage (How fast the problem is growing)	Damage Increases (Ex: Email virus)
Medium	Deadline	More than a week, but does have a time requirement
	VIPs	Single VIP / VP's Office
	Damage (How fast the problem is growing)	Damage Contained - Damage will not grow
Low	Deadline	Not Time Sensitive
	VIPs	None
	Damage (How fast the problem is growing)	No Damage

## IMPACT

Category	Theme	Description
High	Do their Job?	More than one person can't do their job
	Customers Negatively Affected	A large number (Ex: > 50) <sup>1</sup>
	Departments Negatively Affected	Campus Wide
	Processes/Systems Negatively Affected	Affects many processes/systems (Ex: > 3) <sup>1</sup>
	Financial Impact (Loss)	Greater than \$1000
	Type of Service	Critical (Ex: Health & Safety, Paychecks, Information Security, Finance/Accounting - High \$)
Medium	Do their Job?	One person can't do their job at all
	Customers Negatively Affected	Few People (Ex: > 10 and < 50) <sup>1</sup>
	Departments Negatively Affected	Multiple Departments
	Processes/Systems Negatively Affected	Affects a few processes/systems (Ex: 2 - 3) <sup>1</sup>
	Financial Impact (Loss)	\$1000 or less
	Type of Service	Essential (Ex: Maintenance, Enhancements, Documentation)
Low	Do their Job?	People can do their jobs, but it takes more effort for a workaround.
	Customers Negatively Affected	Minimal (Ex: < 10) <sup>1</sup>
	Departments Negatively Affected	Single Department
	Processes/Systems Negatively Affected	Affects single process/system
	Financial Impact (Loss)	None
	Type of Service	Non-Essential (Ex: "Nice to have")

## PRIORITY MATRIX

		Impact		
		H	M	L
Urgency	H	Critical	High	Moderate
	M	High	Moderate	Low
	L	Moderate	Low	Very Low

### Footnotes

<sup>1</sup> Example numbers may not apply to the situation. Use your judgement to determine how the theme would apply for your situation.