

Cisco Severity and Escalation Guidelines

When you are submitting a problem to Cisco, assign a Severity Level as follows:

Table 1. Severity Levels

Severity Level	Description
Severity 1	An existing Network or Environment is down or there is a critical impact to End User’s business operation. End User and Cisco both will commit full-time resources to resolve the situation.
Severity 2	Operation of an existing Network or Environment is severely degraded or significant aspects of End User’s business operation are negatively impacted by unacceptable Network or Environment performance. End User and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.
Severity 3	Operational performance of the Network or Environment is impaired, although most business operations remain functional. End User and Cisco both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.
Severity 4	Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact to End User’s business operation. End User and Cisco both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.

Notifications of Severity 1 and Severity 2 cases that are in a Cisco pending state are automatically sent to leadership based on the following schedule.

Table 2. Automatic Escalation Process

Elapsed Time	Severity 1	Severity 2	Severity 3	Severity 4
1 hour	TAC Team Lead			
2 Hour	TAC Manager			
4 hours	TAC Director	TAC Team Lead		
5 Hours		TAC Manager		
12 Hours	TAC Director Second Alert			
24 hours	TAC Vice President/Sr. Vice President	TAC Sr. Manager/Director		
48 hours	CEO	TAC Vice President/Sr. Vice President		
72 hours				
96 hours		CEO		

Severity 1 and 2 escalation times are measured in calendar hours—24 hours per day, 7 days per week.

If you do not believe that adequate progress is being made regarding resolution of a properly submitted problem, you may escalate the problem to the on-shift duty manager.