

ITIL – The incident management process: setting priorities

The impact of an incident (on the business/organisation) and the urgency of an incident (to the business/organisation) will determine its priority.

The impact of an incident

- Effect on the business/organisation – business criticality
- Defined in the Service Level Agreement
- Usually measured in financial terms but consideration can also be given in terms of legislation, regulation, security or reputation

The urgency of an incident

- Speed needed to resolve it

These two aspects will determine the priority of an incident

Priority

- Sequence of dealing with events – determined by impact, urgency and effort
- Not assigned by the user but by the business/organisation

See tables overleaf for an example of how incidents might be prioritised.

	Impact			
Urgency		High	Medium	Low
	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Priority code	Description	Target resolution time
1	Critical	1 hour
2	High	8 hours
3	Medium	24 hours
4	Low	48 hours
5	Planning	As planned