SPOK INCIDENT PRIORITIZATION

INCIDENT PRIORITIZATION GUIDELINES

PRIORITY	DESCRIPTION
Priority 1	- Entire system down - Web application down - All console positions down - Paging issues - One pager not working (unless there is an alternate way to get messages to the recipient) - Parking Lot - Speech down - Wake-ups failing - PMS Interface down - PC/PSAP down - E911 application down (not able to make 911 calls) - Notification application down - Spok® Messenger down - Alarms Interface down (fire, gas, nurse call, etc.) - MediaStar down - Anything that affects messaging communications to end-user (recipients) - CTRM down - Care Connect down - IRM/iLMC down - Spok Mobile™ down
Priority 2	- CTI Issues - HL7 Interface down - Voice with a Smile down on all workstations - MediaStar – can't find any calls - VRU Completely down - Smart Refresh (all or most pc's) - E911 application (if able to make 911 calls) - CMM down - Spok® Fusion down - Oddities/abnormalities with alarms - Paging issues with a single pager and no alternative way to get messages to a person responsible for patient safety.

PRIORITY	DESCRIPTION
Priority 3	• Single workstation having issue(s) • Voice Assisted Transfer Issues • Issues with an application (but application still functioning) • Paging issues with a single pager if the customer has an alternate way to get messages to the person • CDR Issues • MediaSTAR – can't find a particular call • Any other minor issues that are isolated to one user, device or workstation • Smart Refresh (1 or very few pc's)
Priority 4	• Questions • Training • Configuration Requests • Advice • Anything else that is not a problem

spok.com