

ATM & ITM Banking Software Support

Software Support Priority Guidelines



Summary

When logging an incident with the ATM & ITM Banking Software Support Teams we ask that you follow the guidelines within this document when specifying the priority of the issue being submitted.

Priority Guidelines

The priority level provides an indication of the urgency and impact of an issue, and helps us provide a rapid and effective response. Categorizing priority levels incorrectly hinders the overall incident-handling process, and can adversely affect you and other customers. When you report an issue via the telephone, or on the first call following submission via email or web, you and the Support Specialist should discuss, and agree upon an appropriate priority level. You have the option to change the priority level of an issue at any time.

Priority Response Times

Response goals are intended to provide a target for initial response to an issue. For Priority 1 incidents, we ask that you have someone available to work with us at all times. We respond to problem reports based on the following guidelines:

Priority Definitions

Priority Level	Description	Response Time	Examples
1—Critical	Application is totally down or critically impacts your ability to do business.	Target response time of one hour.	<ul style="list-style-type: none">- Unable to dispense cash.- Unable to deposit media.- EJ corruption, audio/video not available or unusable (ITM only).- Devices become unresponsive and remain so until restart of the unit.
2—Urgent	Major business functions are impacted, the severity of which is significant and may be repetitive in nature.	Target response time of four hours.	<ul style="list-style-type: none">- Missing UA events.- Transaction times significantly increased at all times.- Poor quality audio/video (ITM only).- Devices become unresponsive during transactions but recover with no required restart.
3—Routine	Little or no impact to your ability to do business.	Target response time of next business day.	<ul style="list-style-type: none">- A high number of pick failures.- Moderate memory leak circumvented by frequently scheduled restarts.- Devices become unresponsive during idle state but recover with no required restart.
4—Low	A minor issue or question that does not affect the product function.	Target response time of next business day.	<ul style="list-style-type: none">- General "How-To" questions.- Cosmetic errors which are not end-customer facing.- Minor documentation issues.