

67739 - Priority of problem incidents

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Long Text

Symptom

The definition of priorities in SAP problem incidents is not clear.

Solution

SAP has defined the priorities for problem incidents as follows:

1. Very high:

An incident should be categorized with the priority "very high" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed.

This is generally caused by the following circumstances:

- A productive system is completely down.
- The imminent system go-live or upgrade of a production system can't be completed.
- The customer's core business processes are seriously affected.
- And for each circumstance a workaround is not available.

The incident requires immediate processing because the malfunction may cause serious losses.

In case of a go-live or upgrade, the reason to delay the go-live or upgrade must be one that would cause serious losses if not resolved before go-live.

An incident can be classified with priority 'very high' in case of severe security vulnerability or cyber attack or in case of an event relevant for a data notification breach event.

2. High:

An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP system that are required immediately. For example; users cannot access the system, a go-live cannot be completed, users complete data is not accessible, etc.

The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.

3. Medium:

An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the SAP system.

4. Low:

An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the SAP system that are not required daily, or are rarely used.

What the customer must do to ensure prompt processing of incidents with the priority "very high":

- Remote access to the relevant system must be ensured.
- A contact person must be designated for opening the system who must be
 - **available**
 - and can provide the required logon data.
- A contact person must be available to provide information about the problem.
- The contact person should be reachable under the provided phone number.
- The problem should be described in as much detail as possible: The incident should contain instructions about how to simulate the problem.
- To ensure 24/7 processing, the incident must be written in English.