



AlphaPath Group

IT SUPPORT FOR 10 TO 250 STAFF

Service levels

Our standard service hours, priority levels, and response, update and resolution targets.

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Service hours

Our service desk runs Monday to Friday, 08:00 to 17:00, UK time, excluding bank holidays. Planned work, such as migrations and upgrades, can be scheduled out of hours by arrangement.

Priority levels and targets

Priority	What it means	Response	Updates	Target resolution
P1 Critical	Your organisation cannot work, or a security incident is in progress. For example, email is down for everyone, or a ransomware alert.	30 minutes	Every hour	4 hours
P2 High	A team, a site or a key system is affected. For example, a shared drive or line-of-business application is unavailable.	1 hour	Every 2 hours	8 hours
P3 Medium	One person is affected, or a workaround is available. For example, a laptop fault, or a problem with one mailbox.	2 hours	Daily	2 working days
P4 Low	Requests, changes and questions. For example, setting up a new starter, or a licence change.	4 hours	When complete	5 working days

How the targets work

- Response means a qualified engineer is working on your issue, not an automated reply.
- Target resolution means a fix or a workaround. If the cause sits with a third party, such as Microsoft or your internet provider, we manage them for you and keep you updated.
- We agree the priority with you when you report an issue, and we report on these targets in regular service reviews.

This document describes our standard service levels for IT support. Your agreement with us confirms the service levels that apply to you.