


SON Help Desk Time Estimates

SON Community members may use these time estimates to help determine when estimated resolution times for **computing-related** incidents and requests submitted to the SON Help Desk team. The estimates are determined based on available resource levels. As a result, they are subject to change with little or no notice.

The SON Help Desk team will endeavor, with all reasonable effort, to address all incidents and requests in advance of the stated Estimated Resolution Times. However, they are estimates and should be treated accordingly.

The value for days reflects business days - Monday - Friday, excluding holidays.

Incident Priority Time Estimates		
Priority	Description	Estimated Resolution Time
3	Medium	2 Days
4	Low	5 Days
5	Very Low	7 Days
Request Priority Time Estimates		
Priority	Description	Estimated Resolution Time
3	Medium	4 Days
4	Low	9 Days
5	Very Low	17 Days

Unknown macro: 'hideelements-macro'