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| **Triage Color** | **Examples** |
| **RED:**  **SEVERE WIDESPREADIMPACT**    | * Issues that affect public health or physical safety
* Campus-wide outages of critical services like the Exchange email server
* Widespread malware or virus infections with a high potential for data loss
* Serious security exposure, such as multiple compromised accounts
* Loss of primary communications systems, such as telephones
* Widespread network outage for campus or building
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| **ORANGE:**  **CRITICAL IMPACTON A GROUP**  | * Major issues that affect classrooms or labs
* Disruption of instruction or direct services to multiple students
* Significant PeopleSoft issues, especially during peak times like registration
* Loss or serious problems with entire workgroup or departmental applications or systems
* Loss of services to critical or essential personnel and their staff
* Problems that affect core academic and business offices and their leadership
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| **YELLOW:**  **CRITICAL IMPACT ON AN INDIVIDUAL** | * Issues that prevent an individual from doing work and there is no alternatives available
* Individual network connectivity problems
* Individual cannot access a network resource
* Loss of a network printer when there are no other printers in the area
* Account or login problems with no alternative to get time-sensitive work done
* Computer deployment or setup for faculty and staff
* Individual malware or virus infection or other serious or time-sensitive security issue
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| **BLUE:**  **ESCALATED REQUEST**   | * Ongoing issue that has not been resolved
* Time constraints have changed; solution is needed sooner than previously determined
* Issues that have required multiple attempts to correct the problem
* Problems where service has been delayed
* Situations where a client has had an unacceptable customer service experience
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| **GREEN:**  **STANDARD REQUEST** | * Routine request for either an individual or group
* Work that can generally be completed within five business days without major adverse work impact
* Setting up new computers, laptops, tablets
* Local or network printer install
* Routine Computer Trade-Up program installations
* Upgrades and enhancements
* Installation or configuration of Towson services on personally owned devices for use at work
* Services the client could reasonably do without help from technical staff
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