

## Ministry of Justice Helpdesk Prioritisation Framework

We have reviewed the helpdesk prioritisation framework and propose the following support model, aligned to the priority definitions previously shared:

| Priority  | Description                                                                                                        | Acknowledgement | Response / Resolution Target                                                   |
|-----------|--------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------|
| <b>P1</b> | Significant service disruption or outage                                                                           | Immediate       | Within 24 hours                                                                |
| <b>P2</b> | Functionality/ performance issue resulting in loss of service or functionality & User Faults                       | Immediate       | Within 5 working days                                                          |
| <b>P3</b> | Issue affecting part of the functionality intermittently, or having the potential for minor impact on the service. | Immediate       | Within 5 - 10 working days, depending on complexity and investigation required |
| <b>P4</b> | User enquiries, requests for guidance, access issues, or other minor issues with no significant service impact.    | Immediate       | Within 5 -10 working days, depending on complexity and investigation required  |

For clarity, all incidents, enquiries and requests submitted to the Helpdesk will receive an immediate acknowledgement upon receipt. Resolution times may vary within the stated range for P3 and P4 items depending on complexity, investigation requirements and any third-party dependencies.