

NCDOA Web Update Ticket System Priority Levels

Service Level Agreement

Standard Updates*

Definition: Routine updates.

Examples: Updates to regular page content, changing staff directories, newsletters, uploading standard forms, documents, publications, events that occur during the next week and changes to link/resource pages.

Standard updates without proper attachments or descriptions will be placed in the pending state until all attachments are received. After being marked pending a response from the requestor must be received within 6 hours. If a response is not received then the ticket will be cancelled and must be resubmitted.

Timeframe: 12 business hours

High Priority Updates*

Definition: This type of update is defined as mission critical information that would jeopardize the mission of your division if posting is not expedited.

Examples: Press releases, important events that occur within the same posting week, and other information or documents that have officially been deemed time sensitive.

We reserve the right to modify requests that appear to be standard updates being submitted as high priority due to insufficient lead time planning by the submitting requestor.

High priority updates without proper attachments or descriptions will be placed in the pending state until all attachments are received. After being marked pending a response from the requestor must be received within 2 hours. If a response is not received then the ticket will be cancelled and must be resubmitted.

Timeframe: 4 business hours if received by Noon. Otherwise ticket will be handled by 11 a.m. the following business day.

Custom Updates*

Definition: A priority code assigned by MIS for updates that will take longer than 2 business days to complete.

Examples: Major navigation changes, site reorganization and creation of dynamic data driven content.

Timeframe: varies by request.

* Management Information Systems and the Communications Office reserve the right to modify priority levels or cancel requests that do not meet approved guidelines.

* Management Information Systems can only accept final documents. Please accept all tracked changes before submitting your documents to MIS.