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1. RITM Target Response-Infra

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Infrastructure SR Response (High)	**Requested Items**	Response	TBD	8AM-5PM weekdays (excluding weekends & federal holidays) *Deprovisions (24/7, excluding weekends but not firm holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Timer starts when ticket is created***	Priority = High AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Timer stops when assigned OR pushed for approvals (UAR only)***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a ticket's initial review, for questions (if any) to be provided back to the submitter, and for the ticket to be assigned or auto-assigned.	High service requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Infrastructure SR Response (Moderate)	**Requested Items**	Response	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=infrastructure Service Request ***Timer starts when ticket is created***	Priority = Moderate AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Timer stops when assigned OR pushed for approvals (UAR only)***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a ticket's initial review, for questions (if any) to be provided back to the submitter, and for the ticket to be assigned or auto-assigned.	Moderate service requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These service requests impact individual users or specific teams with limited repercussions on overall business performance
Infrastructure SR Response (Low)	**Requested Items**	Response	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=infrastructure Service Request ***Timer starts when ticket is created***	Priority = Low AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Timer stops when assigned OR pushed for approvals (UAR only)***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a ticket's initial review, for questions (if any) to be provided back to the submitter, and for the ticket to be assigned or auto-assigned.	Low service requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

2. RITM Target Approval-Infra

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition *This KPI will require multiple sub-KPIs, one for each appprover (four separate approvals)*	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Infrastructure SR Response (High)	**Requested Items**	Approval	TBD	8AM-5PM weekdays (excluding weekends & federal holidays) *Deprovisions (24/7, excluding weekends but not firm holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Each approval will start as the UAR gets pushed to an approver (User's Supervisor/Manager to Security Team to NOC to Ginnie Mae OSO)***	Priority = High AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***The timer will stop once the ticket is approved***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a UAR to undergo necessary approvals. This SLA is only applicable to User Access Requests.	High service requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
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Infrastructure SR Response (Low)	**Requested Items**	Approval	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Each approval will start as the UAR gets pushed from one to the next (User's Supervisor/Manager to Security Team to NOC to Ginnie Mae OSO)***	Priority = Low AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***The timer will stop once the ticket is approved***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a UAR to undergo necessary approvals. This SLA is only applicable to User Access Requests.	Low service requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

3. RITM Target Resolution-Infra

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Infrastructure SR Resolution (Moderate)	**Requested Items**	Resolution	TBD	8AM-5PM weekdays (excluding weekends & federal holidays) *Deprovisions (24/7, excluding weekends but not firm holidays)	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=infrastructure Service Request ***Start timer at ticket assignment***	Priority = Moderate AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Stop timer when ticket resolution is completed***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a request to be resolved from time of ticket assignment.	Moderate service requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These service requests impact individual users or specific teams with limited repercussions on overall business performance
Infrastructure SR Resolution (Low)	**Requested Items**	Resolution	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=infrastructure Service Request ***Start timer at ticket assignment***	Priority = Low AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Stop timer when ticket resolution is completed***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a request to be resolved from time of ticket assignment.	Low service requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations
Infrastructure SR Resolution (High)	**Requested Items**	Resolution	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Start timer at ticket assignment***	Priority = High AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***Stop timer when ticket resolution is completed***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a request to be resolved from time of ticket assignment.	High service requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications

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Application SR Response (Low)	**Requested Items**	Response	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Service Request ***Timer starts when ticket is created***	Priority = Low AND Active = False AND Item=Application Service Request AND State != Cancelled ***Timer stops when assigned OR pushed for approvals (UAR only)***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Service Request OR State = Cancelled	The maximum length of time it will take for a ticket's initial review, for questions (if any) to be provided back to the submitter, and for the ticket to be assigned or auto-assigned.	Low service requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

5. RITM Target Approval-App

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Infrastructure SR Response (High)	**Requested Items**	Approval	TBD	8AM-5PM weekdays (excluding weekends & federal holidays) *Deprovisions (24/7, excluding weekends but not firm holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Each approval will start as the UAR gets pushed to an approver***	Priority = High AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***The timer will stop once the ticket is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a UAR to undergo necessary approvals. This SLA is only applicable to User Access Requests.	High service requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Infrastructure SR Response (Moderate)	**Requested Items**	Approval	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Each approval will start as the UAR gets pushed to an approver***	Priority = Moderate AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***The timer will stop once the ticket is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a UAR to undergo necessary approvals. This SLA is only applicable to User Access Requests.	Moderate service requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These service requests impact individual users or specific teams with limited repercussions on overall business performance
Infrastructure SR Response (Low)	**Requested Items**	Approval	TBD	8AM-5PM weekdays (excluding weekends & federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Service Request ***Each approval will start as the UAR gets pushed to an approver***	Priority = Low AND Active = False AND Item=infrastructure Service Request AND State != Cancelled ***The timer will stop once the ticket is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Service Request OR State = Cancelled	The maximum length of time it will take for a UAR to undergo necessary approvals. This SLA is only applicable to User Access Requests.	Low service requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

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Infrastructure CR Response (Critical)	**Changes**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=infrastructure Change Request ***Timer starts when ticket is submitted***	Priority = Critical AND Active = False AND Item=infrastructure Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=infrastructure Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	Critical change requests impact all or most of the organization and/or have potential financial, reputational, or legal ramifications. Immediate implementation is necessary to prevent severe consequences
Infrastructure CR Response (High)	**Changes**	Response	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Change Request ***Timer starts when ticket is submitted***	Priority = High AND Active = False AND Item=infrastructure Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	High change requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
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Infrastructure CR Approval (High)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Change Request ***Timer starts when pushed to CIRB for approval***	Priority = High AND Active = False AND Item=infrastructure Change Request AND State != Cancelled ***Timer ends when ticket is fully approved to deploy***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	High change requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Infrastructure CR Approval (Low)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=infrastructure Change Request ***Timer starts when pushed to CIRB for approval***	Priority = Low AND Active = False AND Item=infrastructure Change Request AND State != Cancelled ***Timer ends when ticket is fully approved to deploy***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	Low change requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations
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Application CR Response (Critical)	**Changes**	Response	TBD	8AM-5PM weekdays (excluding weekends and federal holidays) Emergency & Latent Change Requests are 24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Application Change Request ***Timer starts when ticket is submitted***	Priority = Critical AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	Critical change requests impact all or most of the organization and/or have potential financial, reputational, or legal ramifications. Immediate implementation is necessary to prevent severe consequences
Application CR Response (High)	**Changes**	Response	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Application Change Request ***Timer starts when ticket is submitted***	Priority = High AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	High change requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Application CR Response (Moderate)	**Changes**	Response	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Application Change Request ***Timer starts when ticket is submitted***	Priority = Moderate AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	Moderate change requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These change requests impact individual users or specific teams with limited repercussions on overall business performance.
Application CR Response (Low)	**Changes**	Response	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Change Request ***Timer starts when ticket is submitted***	Priority = Low AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer Ends when CHG is assigned***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a ticket to be assigned, for questions (if any) to be provided back to the submitter, and between updates on a ticket's status from the ticket recipient.	Low change requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Application CR Resolution (Critical)	**Changes**	Resolution	TBD	8AM-5PM weekdays (excluding weekends and federal holidays) Emergency & Latent Change Requests are 24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Application Change Request ***Timer starts when ticket is assigned***	Priority = Critical AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is pushed for approvals***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a solution to be prepared from time of ticket assignment	Critical change requests impact all or most of the organization and/or have potential financial, reputational, or legal ramifications. Immediate implementation is necessary to prevent severe consequences
Application CR Resolution (High)	**Changes**	Resolution	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Application Change Request ***Timer starts when ticket is assigned***	Priority = High AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is pushed for approvals***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a solution to be prepared from time of ticket assignment	High change requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Application CR Resolution (Moderate)	**Changes**	Resolution	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Application Change Request ***Timer starts when ticket is assigned***	Priority = Moderate AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is pushed for approvals***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a solution to be prepared from time of ticket assignment	Moderate change requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These change requests impact individual users or specific teams with limited repercussions on overall business performance.
Application CR Resolution (Low)	**Changes**	Resolution	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Change Request ***Timer starts when ticket is assigned***	Priority = Low AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is pushed for approvals***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a solution to be prepared from time of ticket assignment	Low change requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Application CR Approval (Critical)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays) Emergency & Latent Change Requests are 24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Application Change Request ***Timer starts when pushed to CIRB for approval***	Priority = Critical AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is fully approved to deploy***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	Critical change requests impact all or most of the organization and/or have potential financial, reputational, or legal ramifications. Immediate implementation is necessary to prevent severe consequences
Application CR Approval (High)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Application Change Request ***Timer starts when pushed to CIRB for approval***	Priority = High AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is fully approved to deploy***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	High change requests do not have immediate severe consequences, but their impact may disrupt normal operations. They have a manageable workaround but need timely attention to prevent further complications
Application CR Approval (Moderate)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Application Change Request ***Timer starts when pushed to CIRB for approval***	Priority = Moderate AND Active = False AND Item=Application Change Request AND State != Cancelled	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	Moderate change requests affect a subset of users or processes and may cause inconvenience or delays rather than complete disruptions. These change requests impact individual users or specific teams with limited repercussions on overall business performance.
Application CR Approval (Low)	**Changes**	Approval	TBD	8AM-5PM weekdays (excluding weekends and federal holidays)	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Change Request ***Timer starts when pushed to CIRB for approval***	Priority = Low AND Active = False AND Item=Application Change Request AND State != Cancelled ***Timer ends when ticket is fully approved to deploy***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Change Request OR State = Cancelled	The maximum length of time it will take for a change request to be approved for implementation from time of ticket submission	Low change requests have little immediate impact on business operations and do not require urgent action. They include inconveniences that affect very few users or minor aspects of business operations

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Infrastructure INC Resolution (Critical)	**Incidents**	Response	2	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=infrastructure Incident ***Start timer at incident creation***	Priority = Critical AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor, pending a change, or waiting on initiator	No Requirement	Priority != Critical OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Business Operations Impacted: Complete outage or significant impairment of core production operations. Large Number of End Users Impacted: Affects 75% of users' ability to access Ginnie Mae services to conduct daily operations. No workaround available.
Infrastructure INC Resolution (High)	**Incidents**	Response	8	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Incident ***Start timer at incident creation***	Priority = High AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor, pending a change, or waiting on initiator	No Requirement	Priority != High OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Production Operations Impaired: Degraded performance or partial impairment (e.g. partial system failure) Non-Production Operations Impacted: Disruption of non-critical systems; disaster recovery capabilities impaired End Users Affected: Affects 50% of end users, expedited restoration needed; workaround provides partial relief
Infrastructure INC Resolution (Moderate)	**Incidents**	Response	96	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=infrastructure Incident ***Start timer at incident creation***	Priority = Moderate AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor, pending a change, or waiting on initiator	No Requirement	Priority != moderate OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Non-Production System Impaired: Degraded performance or functionality in non-critical systems (e.g., DEV environment goes down) End Users Inconvenienced: Affects 25% of end users, causing minor disruption or inconvenience Redundancy Impaired: Non-production redundancy mechanisms is impaired (if applicable)
Infrastructure INC Resolution (Low)	**Incidents**	Response	192	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=infrastructure Incident ***Start timer at incident creation***	Priority = Low AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor, pending a change, or waiting on initiator	No Requirement	Priority != Low OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Non-Production System Impaired: Minimal delays in non-critical systems (e.g., backup in dev environments fail) End Users Inconvenienced: Affects 10% of end users, causing minor disruption or inconvenience Redundancy Impaired: Minimal impact on redundancy mechanisms, with no significant effect on backup or failover capabilities

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition *Sub-KPIs below required* 1. Ownership Confirmation: Starts timer when INC is assigned to the resource. 2. Technical Resolution: Timer ends when the incident is resolved, and INC ticket is updated.	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Infrastructure INC Resolution (Critical)	**Incidents**	Resolution	2 14	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=infrastructure Incident ***Start timer when INC is assigned to the resource***	Priority = Critical AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Business Operations Impacted: Complete outage or significant impairment of core production operations. Large Number of End Users Impacted: Affects 75% of users' ability to access Ginnie Mae services to conduct daily operations. No workaround available.
Infrastructure INC Resolution (High)	**Incidents**	Resolution	4 28	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=infrastructure Incident ***Start timer when INC is assigned to the resource***	Priority = High AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Production Operations Impaired: Degraded performance or partial impairment (e.g. partial system failure) Non-Production Operations Impacted: Disruption of non-critical systems; disaster recovery capabilities impaired End Users Affected: Affects 50% of end users, expedited restoration needed; workaround provides partial relief
Infrastructure INC Resolution (Moderate)	**Incidents**	Resolution	96 192	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=infrastructure Incident ***Start timer when INC is assigned to the resource***	Priority = Moderate AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Non-Production System Impaired: Degraded performance or functionality in non-critical systems (e.g., DEV environment goes down) End Users Inconvenienced: Affects 25% of end users, causing minor disruption or inconvenience Redundancy Impaired: Non-production redundancy mechanisms is impaired (if applicable)
Infrastructure INC Resolution (Low)	**Incidents**	Resolution	96 384	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=infrastructure Incident ***Start timer when INC is assigned to the resource***	Priority = Low AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=infrastructure Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Non-Production System Impaired: Minimal delays in non-critical systems (e.g., backup in dev environments fail) End Users Inconvenienced: Affects 10% of end users, causing minor disruption or inconvenience Redundancy Impaired: Minimal impact on redundancy mechanisms, with no significant effect on backup or failover capabilities

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Infrastructure INC RCA Report Resolution (Critical)	RCA Report	Resolution	24	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=infrastructure Incident ***Start Timer at resolved INC.***	Priority = Critical AND Active = False AND Item=infrastructure Incident AND State != Cancelled ***Timer ends when RCA is submitted***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=infrastructure Incident OR State = Cancelled	The timeframe within which the RCA must be completed and delivered to Ginnie Mae after the incident has been resolved.	Business Operations Impacted: Complete outage or significant impairment of core production operations. Large Number of End Users Impacted: Affects 75% of users' ability to access Ginnie Mae services to conduct daily operations. No workaround available.

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Application INC Resolution (Critical)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Application Incident ***Start timer at incident creation***	Priority = Critical AND Active = False AND Item=Application Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Business Operations Impacted: Complete outage or failure of major mission – critical applications (e.g., application completely down for all users) Large Number of End Users Impacted: Affects all or a majority of users are unable to access Ginnie Mae services to conduct daily operations. No workaround available. Immediate attention and restoration is required.
Application INC Resolution (High)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Application Incident ***Start timer at incident creation***	Priority = High AND Active = False AND Item=Application Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Production Operations Impaired: Major functionality is partially impaired or degraded, causing significant disruption to business operations (e.g. authentication bug causing repeated logouts) End Users Affected: Affects many users or critical teams; workaround provides partial relief
Application INC Resolution (Moderate)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Application Incident ***Start timer at incident creation***	Priority = Moderate AND Active = False AND Item=Application Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Non-Production System Impaired: Degraded performance or functionality issues in non-critical systems (e.g., UI not displaying properly, non- critical reports not generating, UAT environment unstable) End Users Inconvenienced: A small group of end users, causing minor disruption or inconvenience. Reliable workaround is available
Application INC Resolution (Low)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Incident ***Start timer at incident creation***	Priority = Low AND Active = False AND Item=Application Incident AND State != Cancelled ***Stop timer when INC is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Non-Production System Impaired: Minor or cosmetic issues that have no real impact on functionality, performance, or business operations (e.g., formatting issues in UI, icon not displaying properly) End Users Inconvenienced: Affects less than10% of end users, causing minor inconvenience. Workaround exists or not needed

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition *Sub-KPIs below required* 1. Ownership Confirmation: Starts timer when INC is assigned to the resource. Duration 30 minutes 2. Technical Resolution: Timer ends when the incident is resolved, and INC ticket is updated. Duration 3.5 hours	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Application INC Resolution (Critical)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Application Incident ***Start timer when INC is assigned to the resource***	Priority = Critical AND Active = False AND Item=Application Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Business Operations Impacted: Complete outage or failure of major mission – critical applications (e.g., application completely down for all users) Large Number of End Users Impacted: Affects all or a majority of users are unable to access Ginnie Mae services to conduct daily operations. No workaround available. Immediate attention and restoration is required.
Application INC Resolution (High)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Application Incident ***Start timer when INC is assigned to the resource***	Priority = High AND Active = False AND Item=Application Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Production Operations Impaired: Major functionality is partially impaired or degraded, causing significant disruption to business operations (e.g. authentication bug causing repeated logouts) End Users Affected: Affects many users or critical teams; workaround provides partial relief
Application INC Resolution (Moderate)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Application Incident ***Start timer when INC is assigned to the resource***	Priority = Moderate AND Active = False AND Item=Application Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Non-Production System Impaired: Degraded performance or functionality issues in non-critical systems (e.g., UI not displaying properly, non- critical reports not generating, UAT environment unstable) End Users Inconvenienced: A small group of end users, causing minor disruption or inconvenience. Reliable workaround is available
Application INC Resolution (Low)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Application Incident ***Start timer when INC is assigned to the resource***	Priority = Low AND Active = False AND Item=Application Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Application Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Non-Production System Impaired: Minor or cosmetic issues that have no real impact on functionality, performance, or business operations (e.g., formatting issues in UI, icon not displaying properly) End Users Inconvenienced: Affects less than10% of end users, causing minor inconvenience. Workaround exists or not needed

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Security INC Resolution (Critical)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Security Incident ***Start timer at incident creation***	Priority = Critical AND Active = False AND Item=Security Incident AND State != Cancelled ***Stop timer when SIR is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Mission Critical Assets Impacted: Complete outage or significant impairment of core production operations (e.g., Splunk, Trellix EPO, Trellix EDR, Centrify/Okta, McAfee Database) Service Impact: Significant number of critical business functions and critical core operations are unable to provide services or conduct daily operations Data Sensitivity and Exposure: Unauthorized access to, exposure, or theft of highly sensitive information that may compromise or jeopardize the confidentiality, integrity, or availability of critical data and data systems that support essential business functions
Security INC Resolution (High)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Security Incident ***Start timer at incident creation***	Priority = High AND Active = False AND Item=Security Incident AND State != Cancelled ***Stop timer when SIR is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Mission Critical Assets Impacted: Not a complete outage, but a significant impairment of core production operations (e.g., Trellix EPO, Trellix EDR, Tenable, McAfee Database) Service Impact: Loss of ability to provide services to a subset of recipients (employees, customers, vendors, etc.) Data Sensitivity and Exposure: Unauthorized access to, exposure, or theft of sensitive information that may compromise or jeopardize the confidentiality, integrity, or availability of important but not critical data and data systems
Security INC Resolution (Moderate)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Security Incident ***Start timer at incident creation***	Priority = Moderate AND Active = False AND Item=Security Incident AND State != Cancelled ***Stop timer when SIR is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Assets Impacted: Required for core business functions; substantial negative impact on financial, operational, legal, reputational, strategic, or people risk landscape (e.g., Skyhigh) Service Impact: Noticeable effect on operations; services continue with reduced efficiency and potential delays. Data Sensitivity and Exposure: Unauthorized access to, exposure of, or theft of data with limited sensitivity (e.g., internal operational data, non-critical business data) that may harm the organization but does not immediately threaten critical data or data systems
Security INC Resolution (Low)	**Incidents**	Response	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Security Incident ***Start timer at incident creation***	Priority = Low AND Active = False AND Item=Security Incident AND State != Cancelled ***Stop timer when SIR is assigned to the resource***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is reported to when the incident is created, and an incident is declared.	Assets Impacted: Minimal importance; low dependency for day-to-day operations (e.g., Skyhigh) Service Impact: Negligible effect on operations; services continue with minor inefficiencies. Data Sensitivity and Exposure: Unauthorized access to, exposure of, or theft of non-sensitive data (e.g., internal operational data, non-critical business data); minimal importance due to low dependency

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Name	Applies to (Table)	Target (Respone or Response or Approval)	Duration (hrs)	Schedule	Percentage of SLA	Notification Target	Notification	Start Condition *Sub-KPIs below required* 1. Ownership Confirmation: Starts timer when SIR is assigned to the resource. Duration 30 minutes 2. Technical Resolution: Timer ends when the incident is resolved, and SIR ticket is updated. Duration 3.5 hours	Stop Condition	Pause Condition	Reset Condition	Cancel Condition	KPI Definition	Severity Definition (for reference)
Security INC Resolution (Critical)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Critical AND Active = True AND Item=Security Incident ***Start timer when SIR is assigned to the resource***	Priority = Critical AND Active = False AND Item=Security Incident AND State != Cancelled ***Timer ends when the incident is resolved, and SIR ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Critical OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Mission Critical Assets Impacted: Complete outage or significant impairment of core production operations (e.g., Splunk, Trellix EPO, Trellix EDR, Centrify/Okta, McAfee Database) Service Impact: Significant number of critical business functions and critical core operations are unable to provide services or conduct daily operations Data Sensitivity and Exposure: Unauthorized access to, exposure, or theft of highly sensitive information that may compromise or jeopardize the confidentiality, integrity, or availability of critical data and data systems that support essential business functions
Security INC Resolution (High)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = High AND Active = True AND Item=Security Incident ***Start timer when SIR is assigned to the resource***	Priority = High AND Active = False AND Item=Security Incident AND State != Cancelled ***Timer ends when the incident is resolved, and SIR ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != High OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Mission Critical Assets Impacted: Not a complete outage, but a significant impairment of core production operations (e.g., Trellix EPO, Trellix EDR, Tenable, McAfee Database) Service Impact: Loss of ability to provide services to a subset of recipients (employees, customers, vendors, etc.) Data Sensitivity and Exposure: Unauthorized access to, exposure, or theft of sensitive information that may compromise or jeopardize the confidentiality, integrity, or availability of important but not critical data and data systems
Security INC Resolution (Moderate)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Moderate AND Active = True AND Item=Security Incident ***Start timer when SIR is assigned to the resource***	Priority = Moderate AND Active = False AND Item=Security Incident AND State != Cancelled ***Timer ends when the incident is resolved, and INC ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != moderate OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Assets Impacted: Required for core business functions; substantial negative impact on financial, operational, legal, reputational, strategic, or people risk landscape (e.g., Skyhigh) Service Impact: Noticeable effect on operations; services continue with reduced efficiency and potential delays. Data Sensitivity and Exposure: Unauthorized access to, exposure of, or theft of data with limited sensitivity (e.g., internal operational data, non-critical business data) that may harm the organization but does not immediately threaten critical data or data systems
Security INC Resolution (Low)	**Incidents**	Resolution	TBD	24/7	No Requirement	No Requirement	No Requirement	Priority = Low AND Active = True AND Item=Security Incident ***Start timer when SIR is assigned to the resource***	Priority = Low AND Active = False AND Item=Security Incident AND State != Cancelled ***Timer ends when the incident is resolved, and SIR ticket is updated***	KPI is paused when ticket is with a vendor or waiting for Ginnie Mae Approval	No Requirement	Priority != Low OR Item!=Security Incident OR State = Cancelled	The maximum allowable time from when an incident is declared to when it is fully resolved, and normal operations are restored.	Assets Impacted: Minimal importance; low dependency for day-to-day operations (e.g., Skyhigh) Service Impact: Negligible effect on operations; services continue with minor inefficiencies. Data Sensitivity and Exposure: Unauthorized access to, exposure of, or theft of non-sensitive data (e.g., internal operational data, non-critical business data); minimal importance due to low dependency