

System Disruption Severity Matrix

(Internal User)

Severity	Definition	Time to Solve	Communication strategy	Who declares?	Who Communicates
Critical (Hotfix)	<ul style="list-style-type: none"> > Prod Environment is down or severe impact for business > Major malfunction of at least one of the Processes impacting all users > Users are unable to reasonably perform their normal functions. 	> 1 business day	<ul style="list-style-type: none"> > Solvay Crisis Mng (via Hangout Group) > General Email Communication to internal Users > Login Message (if possible) 	Service Owner	Global Contact Center Technical Team > Login Message
High (Major)	<ul style="list-style-type: none"> > Critical loss of application functionality, application is usable but limited > High number of users unable to perform their normal functions > No available workaround 	> 5 business days	<ul style="list-style-type: none"> > Ad Hoc Login Message > Ad Hoc Email to Champions > Footer message (?) > Chatter Post (?) 	Service Owner	Technical Team > Login Message Service Owner > Email to Champions
Medium (Moderate)	<ul style="list-style-type: none"> > Moderate loss of application functionality > Multiple users impacted on their normal functions > Available workaround 	> Within 2 Weeks	> Ad Hoc Email to Champions w/ Workaround	Functional /Technical Analyst	NA
Low (Minor)	<ul style="list-style-type: none"> > Minor loss of application functionality > The issue consists of "how-to" questions including issues related to one or multiple modules and integration 	> Within 2 Months	> NA	Functional /Technical Analyst	NA

(Solvay External: Portals and webshop)

Severity	Definition	Time to Solve	Communication strategy	Who declares?	Who Communicates
Critical (Hotfix)	<ul style="list-style-type: none"> > Prod Environment is down or severe impact for business > Major malfunction of at least one of the Processes impacting all users > Users are unable to reasonably perform their normal functions. 	> 1 business day	<ul style="list-style-type: none"> > Solvay Crisis Mng > Login Message (if possible) > Close Portal temporarily (with maintenance message) 	Service Owner and Business Portal Champions	DT To Business: >Tech Team > Login Message >Service Owner > Email to Portal Champions Business to External Users
High (Major)	<ul style="list-style-type: none"> > Critical loss of application functionality, application is usable but limited > High number of users unable to perform their normal functions > No available workaround 	> 5 business days	> Ad Hoc Email to Portal Champions	Service Owners	Tech Team > Login Message Service Owner > Email to Champions
Medium (Moderate)	<ul style="list-style-type: none"> > Moderate loss of application functionality > Multiple users impacted on their normal functions > Available workaround 	> Within 2 Weeks	> Ad Hoc Email to Portal Champions w/ Workaround	Functional /Technical Analyst	NA
Low (Minor)	<ul style="list-style-type: none"> > Minor loss of application functionality > The issue consists of "how-to" questions including issues related to one or multiple modules and integration 	> Within 2 Months	> NA	Functional /Technical Analyst	NA

Contact List

- CORE CRM [who is who](#)
- iCARE CRM [who is who](#)
- MSP Portal Champions (to include into wiki)

- SpP and AM Webshop (to include into wiki)
- Solvay Crisis Manager - Regine Taymans (Site: [Incident & Crisis Management](#))