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| **Triage Color** | **Examples** |
| **RED:**    **SEVERE WIDESPREAD IMPACT** | * 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 |
| **ORANGE:**    **CRITICAL IMPACT ON 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 |
| **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 |
| **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 |
| **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 |