Record/Initiate

Assess

Authorize and Schedule

Implement

Review and Close

		Urgency		
	Low	Medium	High	Critical
Critical				
High				
Medium				
Low				

Impact

Urgent — Don't drop what you are doing (i.e., not an emergency), but a new change window may be required. This is a normal change that is expedited.

High — Scheduled in the next available change window. This will take precedence over other changes in the change window and may 'bump' some out.

Medium — Scheduled for a future date. These are required for typical operational support or service updates and might need additional resource support.

Low — Scheduled for a future date, but no urgency is required. These are routine changes that still need to be scheduled, but do not need additional resource support.

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