## Phase 2 Detail: Categories & Classification Criteria

<table>
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<tr>
<th>Category</th>
<th>Type</th>
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<th>Service Guidelines</th>
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| 1 | Critical Production Support | Critical Production Support are production-down issues that meet at least one of the following criteria:  
- One or more critical duties with campus-wide impact can no longer be performed, and  
- Work-arounds are unavailable or unknown.  
- The issue causes substantial (hard to correct) data corruption; or  
- The issue causes a major security or compliance risk; or  
- The issue negatively affects all students, faculty, or staff and will cause unmanageable changes/workarounds to current business processes and resources if not resolved immediately. | S&PI allocates significant resources in order to expedite resolution of service requests related to Critical Production Support. |
| 2 | Oracle Fusion Cloud Project (OFC) | Tasks that are directly related to the Oracle Fusion Cloud project (OFC). | OFC project tasks are given high priority to ensure the team is able to devote sufficient resources to completing tasks required to meet project plan deadlines. |
| 3 | Non-critical Production Support & Functional Enhancements | Requests related to currently implemented functionality that is not working as expected but not critical to performance;  
- Requests to improve existing functions or processes;  
- Issues are not a part of the OFC. | S&PI staff reviews non-critical service requests on an on-going basis in order to resolve all production issues & improve functionality as resources allow. |
| 4 | Innovations & Improvement Projects | Requests to develop or implement improvements by introducing new functionality or business processes;  
- Proposals are not included in the OFC. | S&PI staff reviews service requests an on-going basis in order to continuously improve efficiency of workflow and business processes as resources become available. |