



The Winona IT Helpdesk is open weekdays, 8-5PM Eastern Time, with on call support extending until 10pm. Weekend on call coverage is 8am-10pm Eastern Time on Saturday and 12pm-5pm Eastern Time on Sunday. The holiday schedule can be found here: [winonait.com/holidays](http://winonait.com/holidays).

Any after hours requests with Urgent in the subject line will be responded to according to the following SLAs based on Tier.

## Tier 1 Urgent Request

Response Time	Definition
<15 minutes	Tier 1 requests include network or infrastructure down emergencies impacting 3 or more users, including business critical software. These requests will be addressed immediately and resolved as soon as possible.

## Tier 2 Urgent Request

Response Time	Definition
<30 minutes	Tier 2 requests include connectivity or hardware issues impacting less than 3 users or non-critical business applications. These requests will be addressed quickly and will be resolved or worked around if possible until normal business hours.

## Tier 3 Important Request

Response Time	Definition
<45minutes	Tier 3 requests include any requests that have little impact to user or application connectivity during normal business operations. These requests will be addressed during business hours unless otherwise required.