

McAfee Response Service Level Goals (SLG)

Severity assessment questions

Through a series of questions, McAfee will determine the business impact of your issue. The impact assessment questions are simplified to allow you to quickly answer and move towards getting resolution to your issue. Select the answer that most closely aligns with the reported issue.

What type of issue is this?

This question will help set the type of Service Request being opened. The options under this question are:

- Question/Request
- Installation/Configuration
- Networking/Performance
- Product Error
- Fault/Crash
- Malware

How much of the organization is affected?

- None
- Isolated
- Scattered
- Substantial
- Widespread

What is the impact to your business?

- None
- Partial
- Major
- Stopped

Severity Levels

A severity code is associated with Service Requests to indicate the impact and the urgency of the request.

Severity 1: Severe Issue or Business Wide Impact

- This would be a very serious issue or business wide impact with the issue.
- Example: McAfee ePolicy Orchestrator is down, Web Gateway is blocking all customer traffic
- There is no viable workaround

Severity 2: Major Issues or Large Impact

- This is a major issue or where a large number of users are impacted.
- Example: Regional office not in a secured posture due to McAfee ePolicy Orchestrator is not functioning, Data Loss Prevention policy is causing the Executive Staff to be not able to use USB drives
- There is no viable workaround

Severity 3: Minor Issue or Small Impact

- This is a minor issue or small number of users impacted.
- Example: Few users unable to authenticate to Drive Encryption, Data Loss Prevention rule requiring justification for a few users but not stopping business activities.

Severity 4: General Questions

- This is a question without impact on business operations. This may be around documentation or Knowledge Base entries.
- Example: Looking for Best Practices, Reference Configurations, clarification on entries in KB or Product Guide.
- Product Enhancements Requests

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Service Level Goals Charter - Business

Support Requests (SR) are assigned a SR number to manage the resolution of the issue. We attempt to resolve every issue on the first interaction. Unresolved customer issues are evaluated based on severity and priority of the reported issue. Based on this information, SRs are assigned an impact level value.

	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	30 Minutes	60 Minutes	8 Hours	1 Business Day
Update Frequency	At least once per hour unless agreed otherwise with the customer	At least twice per day unless agreed otherwise with the customer	Negotiated with the customer	Negotiated with the customer

Note: The Service Level Goals reflect business hours and days

The frequency you should be contacted about the status of a Service Request will be agreed between you and the Technical Support Engineer during initial contact and at each communication interval. This will be discussed and agreed based on the individual needs and availability of the customer, as well as the time it is likely to take to complete the next action.

Service Level Goals Charter – Enterprise Support, Premier Success Plans and Enhanced Success Plans (Also applies to MASP, Advanced and OEM Partner Support)

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	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	15 Minutes	30 Minutes	4 Hours	1 Business Day
Update Frequency	At least once per hour unless agreed otherwise with the customer	At least twice per day unless agreed otherwise with the customer	Negotiated with the customer	Negotiated with the customer

Note: The Service Level Goals reflect business hours and days

The frequency you should be contacted about the status of a Service Request will be agreed between you and the Technical Support Engineer during initial contact and at each communication interval. This will be discussed and agreed based on the individual needs and availability of the customer, as well as the time it is likely to take to complete the next action.

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