DEPARTMENT OF THE ARMY
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MANPOWER AND RESERVE AFFAIRS
111 ARMY PENTAGON
WASHINGTON DC 20310-0111

January 29, 2001

REPLY TO
ATTENTION OF

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Combined Army and Civilian Personnel Management Service (CPMS) Problem Report Definitions

For some time now we have been laboring under two different problem report definitions. For Army's HEAT system, there were Army definitions and when going into CPMS' REMEDY system, there were different CPMS problem report definitions.

For ease of use and simplicity sake, we have combined the two definitions applicable to both the Army and to the CPMS (enclosure). The definitions are effective immediately.

The functional point of contact is Ms. Nina Sparta, (703) 325-2107 or DSN 221-2107. The infrastructure point of contact is Ms. Mary Kay Woodside, (703) 428-0668, ext. 257 or DSN 328-0668, ext. 257.

David L. Snyder
Deputy Assistant Secretary
(Civilian Personnel Policy)

Enclosure

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OFFICE OF THE ARMY GENERAL COUNSEL, ATTN: MR. WILLCHER
OFFICE OF THE JUDGE ADVOCATE GENERAL, ATTN: COL SHEA

Problem Report Priority Definitions

SEVERITY 1

CLIENT IMPACT: A problem which prevents the accomplishment of an operational or mission essential capability; occurs when an entire Computer Software Unit (CSU) (I.e. RESUMIX, FASCLASS) is non-operational.

APPLICATION (LMSI): Respond < 2 hours - Recover <48 hours

ALL OTHERS (LMSI): Respond Immediately - Recover <2 hours

ARMY: Response times vary from 4 hours to 48 hours depending on the vendor and the equipment. Vendors response times have been provided to the Regions

EXAMPLE: Inability to process any accession actions for Appropriated Fund employees, CPOC Communication Loss, DCPDS/MDCPDS inaccessible, Resumix ABC-C or FASCLASS non-operational, etc.

SEVERITY 2

CLIENT IMPACT: A problem which adversely affects the accomplishment of an operation or mission essential capability and no functionally acceptable work-around solution is known.

APPLICATION (LMSI): Respond < 1 work day - Recover <5 work days

ALL OTHERS (LMSI): Respond Immediately - Recover <4 hours

ARMY: Response times vary from 4 hours to 48 hours depending on the vendor and the equipment. Vendors response times have been provided to the Regions.

EXAMPLE: Inability to process mass pay adjustments, while the ability does exist to manually process each pay adjustment separately, to do so would be functionally unacceptable, Winframe/Metaframe server non-operational, Communications Hub down, etc.

SEVERITY 3

CLIENT IMPACT: A problem which adversely affects the accomplishment of an operation or mission essential task; however, a functionally acceptable work-around exists.

APPLICATION (LMSI): Respond - Recover as prioritized by CPMS

ALL OTHERS (LMSI): Respond Immediately - Recover <4 days

ARMY: Response times vary from 4 hours to 48 hours depending on the vendor and the equipment. Vendors response times have been provided to the Regions

EXAMPLE: Inability to process an action on an individual without applying a work around that would not ordinarily be required, missing reports, errors in conversion, slower than normal response times, LAN segment down, etc.

SEVERITY 4

CLIENT IMPACT: A problem that results in inconvenience, annoyance or documentation changes.

APPLICATION (LMSI): Respond - Recover as prioritized by CPMS

ALL OTHERS (LMSI): Respond Immediately - Recover <7 days

ARMY: Response times vary from 4 hours to 48 hours depending on the vendor and the equipment. Vendors response times have been provided to the Regions

EXAMPLES: Missing Agency unique codes on an RPA, spelling errors on a report, Inability to print, Workstation down, monitoring a downgraded higher priority ticket, etc.

SEVERITY 5

ARMY ONLY SEVERITY LEVEL - Resource scheduling for CPOC/CPAC internal use.

EXAMPLES: Software patch & release upgrades.