

UniDesk Services Level Agreement

Service Level Agreement on UniDesk is calculated by matrix below. It depends on the impact of the request or incident and its urgency. We aim to resolve your calls within timescale below.

<div>Urgency</div> <div>Impact</div>	Normal	High	Highest
University	2 working days (Medium)	1 working day (High)	5 working hours (Critical)
Department/Location	5 working days (Normal)	2 working days (Medium)	1 working day (High)
Individual(s)	3 calendar months (Low)	5 working days (Normal)	2 working days (Medium)