

<b>Prioritization Model</b>					
		Urgency			
		1. Critical	2. High	3. Medium	4. Low
Impact	1. Extensive/Widespread				
	2. Significant/Large				
	3. Moderate/Limited				
	4. Minor/Localized				

Key: <i>Impact</i>	
1. Extensive/Widespread	<i>Example:</i> Business critical systems and/or services are unavailable.
2. Significant / Large	
3. Moderated/Limited	
4. Minor/localized	

Define Criteria for "Impact"

Define SHC criteria for "Urgency"	Key: <i>Urgency</i>	
	1. Critical	<i>Example:</i> An immediate and sustained effort using any and /or all available resources. Hierarchical escalation is involved.
	2. High	
	3. Medium	
	4. Low	

Step 1	Define criteria for "Impact".
Step 2	Define criteria for "Urgency".
Step 3	Give an Urgency number value (1-4) and a Impact number value (1-4), add together.
Step 4	Continue with all potential priorities. The ones with the lowest numeric score are the ones we should do first.

