



Important Second Notice: Redefining severity levels

To our Infor customers and partners,

To better serve you, Infor Support is redefining severity level definitions in an effort to more clearly prioritize issues based on business impact. As part of this change, we are introducing new severity level definitions and are more clearly documenting the business scenarios that define each level. These changes are scheduled to go into effect on 25, February 2019.

New severity level definitions	
Severity 1	Production infrastructure outage Production system is unavailable for all users. A complete loss of service in production system or service is so severely impacted that business cannot reasonably continue operations. Critical production application halted A defined critical business process failure has occurred; business processes are halted, and no acceptable workaround exists. Imminent system go-live cannot be completed.
Severity 2 Major Impact	Infrastructure Non-production system is unavailable. Production system is unavailable for a substantial number of users. Application Defined critical business process is impaired, causing serious disruption to operations. Major business process in production system is halted, and no acceptable workaround exists.
Severity 3 High Impact	Infrastructure Non-production system is unavailable to some users. Production system is unavailable for some users. Application Major business process is impaired, causing disruption to daily functions.
Severity 4 Standard	Questions regarding functionality of the software, a noncritical issue, or issues where an acceptable workaround exists.

The severity levels for issues currently logged in the Infor Support Portal will remain as they were when entered. The new severity level definitions will go into effect for new incidents logged when the above changes are implemented.

Over the coming weeks, Infor collateral and support handbooks will be revised to reflect the above enhancements.

If you have any questions, please reach out to your Infor Support representative, customer success manager, or subscription service manager.

We thank you for your close attention to this message, and for your continued partnership.

Sincerely,

Marylon McGinnis

SVP, Global Support Operations



[View online](#) | infor.com

641 Avenue of the Americas | New York, NY 10011

Toll-free: +1 866 244 5479

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