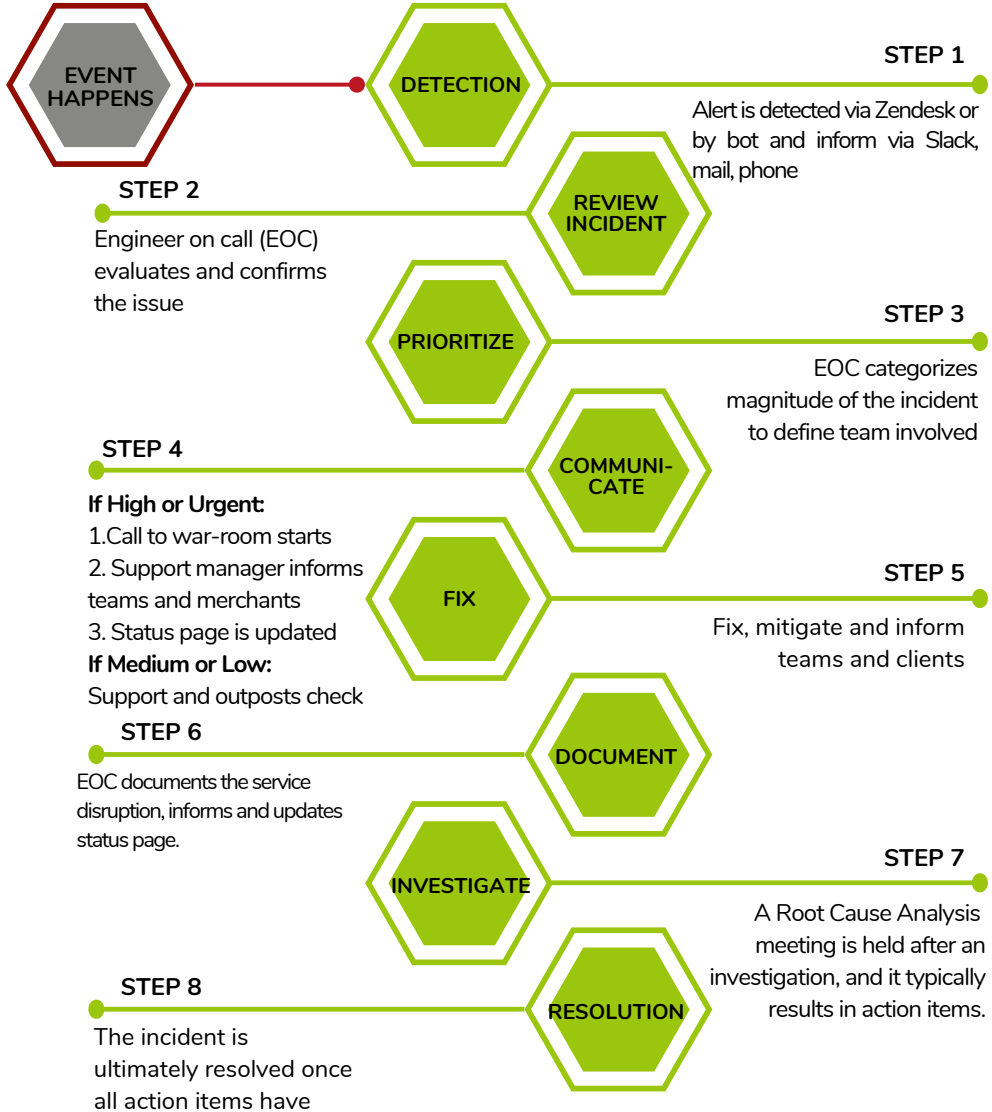
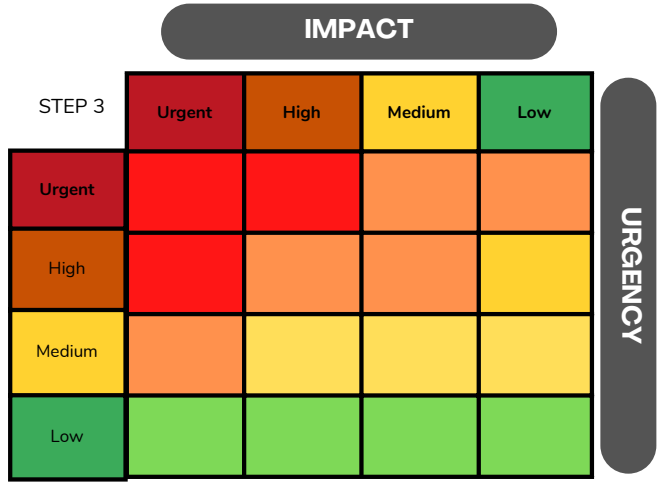
INCIDENT MANAGEMENT



Impact-Urgency Matrix



Impact:
Low: From 1 merchant
Urgent: Vast majority of merchants

Urgency:
Low: Includes requests for information or assistance regarding platform functionality
Medium: Issue is of a nature that inhibits productivity but can be circumvented.
High: Issue is preventing stores from completing a business task.
Urgent: Dramatic company wide Issue that prevents a significant amount of stores from performing their work and must be resolved immediately.

Roles & Responsibility

	If Urgent/High (Step 1-8)	If Medium/Low (Steps 1-5)
Roles	Engineer on call + designated team	Outposts + Support Team

jumpseller