

Parallels Mac Management Ticket Severity

- Parallels Device Management

Severity level indicates the relative impact of an issue on our customer's systems or business processes. Support team provides a range of targeted response times depending on the urgency of the issue. We use the following severity level definitions to classify all support requests:

Severity 1:

- Description:
- A critical service is down and no workaround is immediately available.
 - The software crashes, corrupts data or there is a significant risk of loss or corruption.
 - A crucial component is not functioning, resulting in the halt of all operations and critical business impact.

Note: The issue affects a significant number of end-users. No workaround or immediate solution is available. Once a workaround is made available, the issue becomes Severity 3 (Normal).

- Example:
1. Unable to configure Proxy
 2. All Mac clients fail to register/receive policies (connect)
 3. Unable to install PMM

Customer Responsibility: For Severity 1 cases it is required to leave a contact phone number on the web form and make sure you can answer it right away in order to work on the issue on an ongoing basis. If you are unreachable over the phone, Severity can be reduced to 3 (Normal) by the decision of a Support team leader.

Severity 2:

- Description:
- A customer is unable to use an entire component or business-critical feature as described in the documentation and the issue affects a significant number of customers.
 - Incorrect/undocumented functionality of PMM components that is preventing mission critical upgrade/service launch into production.

Note: The issue should be reproducible at the moment of ticket creation, so investigation can be performed right after the issue is reported. If any help from Parallels Engineering team is required, it will be provided during their business hours only.

- Example:
1. Some of the clients fail to register/receive policies (connect)
 2. Software/application deployment doesn't work
 3. Netboot issues (configuration/creating image/deploying image)
 4. Discovery issues
 5. Config profile/baseline deployment issues

Customer Responsibility: For Severity 2 cases it is required to leave a contact phone number on the web form and make sure you can answer it right away in order to work on the issue on an ongoing basis. If you are unreachable over the phone, Severity can be reduced to 3 (Normal) by the decision of a Support team leader.

Severity 3:

Description:	<ul style="list-style-type: none">- A customer is able to use the software; however, there is a non-critical loss of functionality.- Issue affects some, but not all of the users- Issue is not always reproducible or the issue is intermittent.- Issue is reported for the lab/staging/development environment and does not impact the delivery of service.
Example:	<ol style="list-style-type: none">1. Unable to deploy specific app/package2. Netboot doesn't work on specific Mac model3. Compliance status reporting issues4. Application Portal behavior issues
Customer Responsibility:	Customer will have a resources available upon request at when required by Parallels Support Team.

Severity 4:

Description:	<ul style="list-style-type: none">- A stable solution or workaround for the issue is provided and the Support Team continues to investigate for the root cause.- A customer is able to use the software; however some minor problems may exist that do not impact delivery of service.- A minor cosmetic issues or general usage questions.- Requests for information about software usage.- Enhancement requests or recommendation for a future product improvement.- Missing or erroneous documentation.
Example:	<ol style="list-style-type: none">1. Some of the clients fail to register/receive policies (connect)2. Software/application deployment doesn't work3. Netboot issues (configuration/creating image/deploying image)4. Discovery issues5. Config profile/baseline deployment issues
Customer Responsibility:	Customer will have a resources available upon request at when required by Parallels Support Team.

Guaranteed response time

Prompt responses to your questions are our top priority. We are committed to delivering worldwide support around the clock with the following guaranteed response times:

- **Severity 1** requests: 4 hours;
- **Severity 2** requests: 8 hours;
- **Severity 3** requests: 24 hours;
- **Severity 4** requests: 48 hours.