



UNIVERSITY SYSTEM OF GEORGIA

Service Level Guidelines (SLG)

USG Enterprise Services

Customer Support

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Support Contact Information

Priorities and Definitions

Priority	Definition
Critical:	<ul style="list-style-type: none">•

Communication Expectations

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Service Interruption Communications



Product	Description

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What services are provided?

Service	Definition
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	<p>Note:</p>

APPENDIX A:

Production Down Definition by Product and Service

Product/Service	Business Interruption

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Product/Service	Business Interruption
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Product/Service	Business Interruption
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Product/Service	Business Interruption
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