

# Incident Priority Matrix Template

ITIL-aligned 4x4 impact x urgency matrix with override governance. Tailor to your organization's tooling and SLAs.

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## 1. Priority Matrix (Impact x Urgency)

	Urgency: High	Urgency: Medium	Urgency: Low	Urgency: Planning
Impact: Enterprise-wide	P1	P1	P2	P3
Impact: Multi-department	P1	P2	P3	P3
Impact: Single team	P2	P3	P3	P4
Impact: Single user	P3	P3	P4	P4

## 2. Priority Definitions & Targets

Priority	Description	Response (target)	Resolution (target)
P1 — Critical	Critical business service unavailable; revenue, safety, or regulatory impact.	15 minutes	4 hours
P2 — High	Major degradation; significant user population affected; viable workaround limited.	30 minutes	8 business hours
P3 — Medium	Moderate impact; workaround available; limited user impact.	4 business hours	3 business days
P4 — Low	Low impact; cosmetic or single-user; no workaround required.	1 business day	5 business days

### 3. Override Governance

Use these guardrails to control priority overrides — both upgrades and downgrades — and preserve data integrity for SLA reporting.

Override action	Authorized roles	Required justification	Audit trail
<b>P3 → P2 / P2 → P1 (upgrade)</b>	Service Desk Lead, Major Incident Manager, Service Owner	Documented business impact change (financial, safety, regulatory, or VIP scope).	Comment with timestamp + role; ticket flag "priority-upgraded".
<b>P1 → P2 (downgrade)</b>	Major Incident Manager only	Confirmed scope reduction or workaround restored.	Required comment + notification to incident bridge stakeholders.
<b>Any P → P1 (escalation)</b>	On-call Service Owner, Major Incident Manager	Triggers MIM activation per Major Incident Policy.	Auto-page; bridge opened; comms cadence started.
<b>VIP override</b>	Service Desk Lead with manager approval	Named VIP list; documented business reason.	VIP flag; weekly governance review.

### 4. Tailoring Checklist

- Confirm impact tiers map to your organization's customer / revenue / safety dimensions.
- Align urgency definitions with your service hours and on-call coverage.
- Set response and resolution targets to match your contractual SLAs.
- Document override authorities in your Incident Management Policy.
- Configure the matrix in your ITSM tool (e.g., ServiceNow Priority Lookup Rules).
- Train the service desk on triage examples for each priority band.
- Review quarterly using PIR and major incident trend data.

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