ATTACHMENT A

SEVERITY LEVEL DEFINITIONS

County shall assign one of the Severity Levels described below to each County Deficiency report submitted to Contractor.

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY	MAXIMUM RESOLUTION TIME
"1" or "Critical"	*Severe with no practical workaround*: The defect is such that critical command and control functionality is impossible. Workarounds for the defect do not exist, or if they do, they are too impractical to be useful.	1 hour, beginning when County reports the Deficiency to Contractor.
"2" or "Severe"	*Severe with no short term workaround*: Defects make it difficult to complete a significant command/control function. Workarounds to complete the command/control function exist, but are impractical on a continuing basis.	4 hours, beginning when County reports Deficiency to Contractor. Deficiencies which are initially assigned Severity Level 2 are subject to escalation.
"3" or "Minor"	*Minor but important*: The System Software is impaired to the extent that some non-critical functions are not operating. Non-critical functions are classified as forms or reports that shape part of a major function, but do not cause the major function to be totally inoperative.	30 days, beginning when County reports Deficiency to Contractor. Deficiencies which are initially assigned Severity Level 3 are subject to escalation.
"4" or "Cosmetic"	*Generally does not effect functionality*: This Severity Level represents cosmetic defects that do not affect the functionality, but do affect the general look and feel of the System Software. This deficiency may cause the System Software, or a component thereof, to be non-compliant with the Requirements Appendices.	Earlier of (a) the next version release or (b) 12 months of County's report thereof, beginning when County reports Deficiency to Contractor.