

# SFS Incident Service Level Agreement

Stakeholder requests into the SFS Help Desk [HelpDesk@sfs.ny.gov](mailto:HelpDesk@sfs.ny.gov) will get an automated email acknowledgement that an incident has been created on their behalf. Here are guidelines on when to expect resolution.

Priority	Initial Acknowledgement Expectation	Resolution Expectation	Examples
Priority 1	1 Hour Response	Same Business Day	<ul style="list-style-type: none"><li>• Enterprise impacting issues</li><li>• Production Failures</li><li>• Multiple users impacted</li><li>• Issues with Financial Impact</li></ul>
Priority 2	2 Hour Response	Next Day Resolution	<ul style="list-style-type: none"><li>• Agency interface profile issues and update requests</li></ul>
Priority 3	4 Hour Response	2-5 Business Days	<ul style="list-style-type: none"><li>• Technical and Functional process questions</li><li>• Testing issues</li><li>• Tumbleweed subscription requests</li></ul>
Priority 4	4 Hour Response	5-10 Business Days	<ul style="list-style-type: none"><li>• Chart of Accounts change requests</li><li>• Workflow Resets</li><li>• General Inquiries</li></ul>
Priority 5	4 Hour Response	10-20 Business Days	<ul style="list-style-type: none"><li>• Configuration change requests</li><li>• Security role definition changes</li></ul>
Priority 6	4 Hour Response	60+ Business Days	<ul style="list-style-type: none"><li>• Defects</li><li>• Change Requests</li></ul>

The SFS Team strives to exceed or meet the SLA above, however some requests are complex and take more time. Should you question the priority or need an escalation, please contact the SFS Help Desk directly at [HelpDesk@sfs.ny.gov](mailto:HelpDesk@sfs.ny.gov) or call (518) 457-7737 | (877) 737-4185 toll-free so that this can be factored in.

The SFS Help Desk is staffed 8:00 a.m. to 5:00 p.m. Monday through Friday.