



Global Technical Assistance Centers

Understanding GTAC Target Response and Resolution Times

Honeywell Process Solutions

Understanding GTAC Target Response and Resolution Times

1 How can I assess my situation and articulate it in terms of “Urgency” and “Impact”

Urgency	A measure of the urgency and required response before your business or process is impacted.
High	Your business operations have been halted and no workaround is available. Immediate action is called for in order to expedite resumption of business operations.
Medium	Your business operations have been halted but a workaround may be possible to fully or partially restore operations. Expedited action is called for to achieve full resumption of normal operations.
Low	Your business operations have not been halted but your operations, or a specific process area is being inconvenienced. Prompt action is called for but some delay in eliminating the inconvenience is tolerable.

Impact	A measure of the impact the incident, problem is having (or might have) on your business/process.
Critical	An emergency situation that places plant, personnel, operations, or production in serious jeopardy. A safety or environmental issue, loss of view to the process (where data is not available through other screens), loss of control (LOC), or loss of critical alarms or erroneous data will be declared an emergency.
Significant	A situation that has a major impact on operations, engineering, or commissioning activities but poses no imminent danger to plant, personnel, business operations, or the environment. Major impact may include: major control issues, loss of functionality, or operational difficulties (e.g., complete node or redundancy failures).
Moderate	A situation which could cause moderate control, operational, or functional difficulties, but poses no danger to plant, process, or personnel, (e.g. ongoing inconvenience to operators, applications engineer, or system engineers in providing normal system support).
Minor	A situation which has minor/negligible impact on operations, engineering, commissioning – (e.g. cosmetic issues).

2 How is my issue prioritized?

		Impact			
		Critical	Significant	Moderate	Minor
Urgency	High	Critical	High	Medium	Medium
	Medium	High	High	Medium	Standard
	Low	Medium	Medium	Standard	Standard

Priority is set by estimating the **Urgency** and **Impact** of the situation (as described above). **Target Response Time** and **Target Resolution Time** is determined by the assigned priority categorization.

The initial priority categorization will be based on input you provide during your first contact with our customer care team. The priority category may be revised once we have a better understanding of your situation through additional discussions with your operations/engineering staff.

Situations you deem **critical** (based on the Urgency/Impact criteria described above) should always be

communicated by telephone (24/7) to avoid delays in response. Telephone numbers for the customer care team applicable to your site can be found on www.honeywellprocess.com -> 'Contact Us' -> 'Customer Contact Centers'.

3

What response times and service delivery times can I expect?



Incident Management

An incident is defined as a disruption of normal service/operation. The purpose of incident management is to restore service in a timely manner, often through a workaround, rather than through trying to find a permanent solution which is the aim of problem management.



Problem Management

Problem Management aims to reduce the adverse impact of incidents and problems and to prevent recurrence of incidents by identifying the root cause (problem control) and initiate actions to improve and correct the situation (error control).



Request Fulfillment

Request Fulfillment is the process of dealing with any request for information, advice or support that is not considered an incident or problem.

Target Response Time	Critical	15 minutes (must be logged by telephone)
	High	1 hour
	Medium	4 hours
	Standard	1 business day

Critical	15 minutes (must be logged by telephone)
High	1 hour
Medium	4 hours
Standard	1 business day

Request fulfillments are not subject to priority. Response within 1 business day.

Target Resolution Time	Critical	Within 4 hours
	High	1 business day
	Medium	3 business days
	Standard	Planned

We cannot provide target resolution times for problems as it is not possible to predict how long the investigation will take or how long it will take to design and implement the solution. However - we will aim to keep you informed of progress at regular intervals

Request fulfillments are not subject to priority. Target fulfillment times according to planning, however for urgent requests immediate follow up may be requested.

Target Response Time	Our target response time is the target for which we aim to have a technical support person make first contact with you to understand more about the incident, problem or request you have contacted us about. Dependant upon the priority this may be by telephone or email (or both).
Target Resolution Time	Our target resolution time for which we aim to have provided a workaround or solution that enables the disruption to service to be restored in case of incidents

The intent of this document is to inform you of the internal process currently in use when responding to support requests from our customers and is not intended as a guarantee or other legal commitment regarding Target Response Times and Target Resolution Times. Please refer to the specific support agreements you may have in place with us for the details of any commitments or guarantees related to response or resolution times. Unless otherwise indicated in your specific support agreements, all response times and resolution times apply only during normal day-time working hours on the standard working days applicable to your site location.

For More Information

To learn more about Honeywell's service and support offerings, visit www.honeywellprocess.com or contact your Honeywell account manager.

Honeywell Process Solutions

Honeywell

1250 West Sam Houston Parkway South
Houston, TX 77042

Honeywell House, Arlington Business Park
Bracknell, Berkshire, England RG12 1EB

Shanghai City Centre, 100 Junyi Road
Shanghai, China 20051

www.honeywellprocess.com

The Honeywell logo is displayed in a bold, red, sans-serif font.