

Classification of Availability Levels:

Impact of loss of availability or service

A4 - High



Loss of Availability would have a significant business impact to the Campus, a Campus Unit, and/or essential services. It may also cause serious financial losses. IT Resources that are required to be available by statutory, regulatory and/or legal obligations fall into this risk level. Critical IT Infrastructure also falls into this category.

Key examples:

- Central Campus authentication systems
- Student learning management system
- Backup data systems for A4 resources
- Campus procurement system
- Central system management consoles
- Core network services, e.g. DNS, border/core routing, and firewalls
- Official financial, accounting, and payroll systems of record
- Campus time reporting system

A3 - Moderate



Loss of availability would result in moderate financial losses and/or reduced customer service.

Key examples:

- Event ticketing systems
- Point-of-sale (POS) systems
- Issue tracking systems
- Security logs
- Building management systems
- File servers supporting business operations
- Operational knowledge base

A2 - Low



Loss of availability may cause minor losses or inefficiencies.

Key examples:

- Departmental websites
- Student life management system
- Staff learning management system
- Informational knowledge base

A1 - Minimal



Loss of availability poses minimal impact or financial loss.

Key examples:

- Individual workstations, laptops, and other mobile devices
- Public directory
- Copy machines or printers