

Incident Priority Matrix Template

[illegible]

INCIDENT PRIORITY MATRIX KEY

PRIORITY RATING	MINOR	MODERATE	ESSENTIAL	CRITICAL
	ACCEPTABLE	TOLERABLE	UNDESIRABLE	UNACCEPTABLE
	P4	P3	P2	P1

INCIDENT PRIORITY MATRIX		IMPACT			
		UNACCEPTABLE	UNDESIRABLE	TOLERABLE	ACCEPTABLE
URGENCY	CRITICAL	P1	P2	P2	P3
	ESSENTIAL	P2	P2	P3	P4
	MODERATE	P2	P3	P4	P4
	MINOR	P3	P4	P4	P4

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