Severity 1 PMR Policy

When a Problem Management Report (PMR) is opened for a problem reported as a Severity 1 issue (meaning the problem has a critical impact on the customer's business operation with no practical workaround), the ICMS Service and Support team provides special handling of the PMR:

- After the problem has been assessed, the Service analyst will provide a target date for the next action that is to be taken on this PMR.

- Daily tracking updates are logged for the PMR in the RETAIN system to note the current action and/or result for the present phase of the problem investigation, analysis, or resolution.