

Website Content Support Guidelines

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This document provides a breakdown of website update requests by level of issue severity, examples of

Request Level	Response Time
Level 1: Critical	Immediate Within 10 business days
Level 2: High	
Level 3: Medium	

Request Level Examples

Level 1: Critical

Example: Broken link to a critical page (e.g., contact page)

Example: Major content error (e.g., incorrect phone number)

Example: Broken image or video player

Level 2: High

Example: Broken link to a non-critical page (e.g., about page)

Example: Minor content error (e.g., misspelled name)

Level 3: Medium

Example: Broken link to a non-critical page (e.g., blog post)

Example: Minor content error (e.g., missing punctuation)

Example: Broken image or video player

Example: Broken form submissions

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project status. If a request is escalated to project status, that means it requires more resources
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