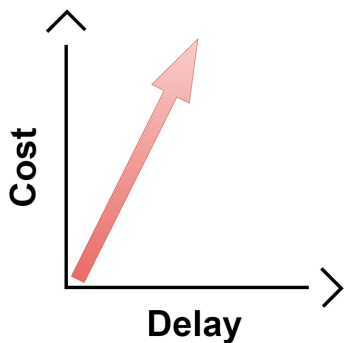


CLASSES OF SERVICE (COS)

Classes of service provide a transparent way of categorizing the incoming work items and ensuring they are properly prioritized and governed to lead to meeting customer expectations. They enable managing risk, priorities, and cost of delay.

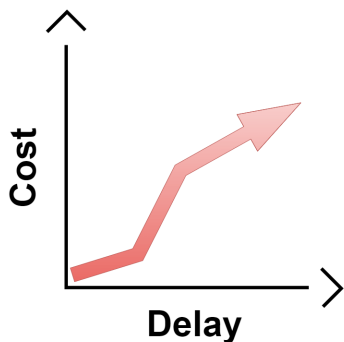
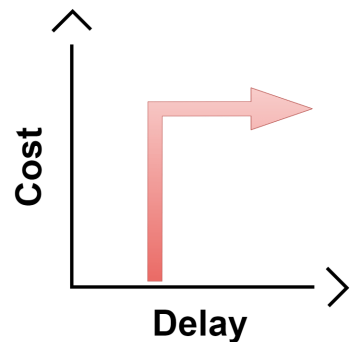


EXPEDITE

High-priority items that should be worked on as soon as possible. Expedite class work items have critical priority and high costs of delay.

FIXED DATE

Fixed date (deadline) CoS items need to be done prior to their due date. Not delivering items in this class on time results in significant costs.



STANDARD

The majority of work uses the First In First Out (FIFO) principle. Standard class tolerates long lead times and does not require extensive prioritization.

INTANGIBLE

Items contributing to the sustainability of the solution but are not influencing the value it brings. Intangible items can have long lead times and low or no cost of delay.

