

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 on the homepage.

Example: Major content error on a key page.

Example: Broken link on the homepage, announcement of life event, broken link on the homepage.

Level 3: Medium

Example: Minor content error on a non-key page.

Example: Broken link on a non-key page.

Example: Broken link on a non-key page, broken link on a non-key page.

Example: Broken link on a non-key page, broken link on a non-key page, broken link on a non-key page.

Example: Broken link on a non-key page, broken link on a non-key page.

Example: Broken link on a non-key page, broken link on a non-key page.

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