

Level of failure	Definition of failure	Description of failure
Level-1 failure	Referring to a failure which result in the unserviceability or comprehensive deterioration of the basic functions of the equipment because the system paralyzes or the services are suspended during the operation of the equipment; or referring to a failure which results in the business suspension for over 1 hour or the loss of key business data.	business suspension for over 1 hour or the loss of key business data
Level-2 failure	Referring to a failure which results in the partial deterioration of the performance or services of the system during the operation of the equipment; referring to a failure (such as the one-sided failure of redundant equipment) which constitutes the potential risks in system paralysis or service suspension and may result in the unserviceability or comprehensive deterioration of the basic functions of the equipment; referring to the failure (such as system resetting) of the equipment or operation which results in the business suspension for less than 1 hour.	one-sided failure of redundant equipment
Level-3 failure	Referring to a failure (such as a failure in tape drivers) which occurs during the equipment operation, affects the functions and performance of the system but does not affect the key business	business not effected by the failure
Level-4 failure	Information or support is needed for product functions, installation or configuration but the business operation is not affected.	not affecting the business operation
<p>SLA:(Service Level Agreement) SLA is the service level agreement entered into between clients and service providers, and it is an indicator quantifying the description of service levels.</p>		
<p>Time for Engineers's response by phone: The time spent from answering users' failure-reporting call to the engineers' feedback to the users by phone.</p>		
<p>Time for Engineers's response on-site: The time spent from receipt of users' failure report to the engineers' arrival at the site of the failure.</p>		
<p>Time for spare parts arriving at the site: The time spent from receipt of users' failure report to the arrival of spare parts at the site of the failure.</p>		
<p>Time for the solution to the failure: The time spent from receipt of users' failure report to the the solution to the failure of the client's equipment.</p>		

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