Upswing

Upswing Technical Guide for Partners – General Service Level Agreements (SLAs)

Technical issues will happen. We encourage our partners to communicate any technical issues to their HERO as soon as possible. When communicating these issues, it is extremely helpful to provide as much information as possible about the issue including screenshots, browser/system used, browser console errors, and what you believe the expected behavior should be.

Severity	Description	Max Target Resolution
Critical	A Critical severity issue is a defect that leads to the complete failure of the software system. There are no workarounds. Critical bugs need to be addressed as quickly as possible, as without a fix end-users will not be able to use the application. Ex. Upswing platform is not rendering properly or single sign-on integrations stop working.	24 hours
High	A High severity issue is a defect that leads to the failure of a crucial part of the application. Workarounds or alternatives may exist, but are not ideal. Ex. No users are receiving email notifications at the partner institution	10 business days
Medium	A Medium severity issue is a defect that causes problems in some unimportant or niche functionality of the system. Ex. User profile image is not displayed.	Resolution time determined based upon priority
Low	A Low severity issue usually arises in the aesthetic part of the application like misaligned user elements, overlapping text, and links that do not work. Ex. UI issues occurring in Google Chrome	Resolution time determined based upon priority

If you have any questions regarding SLAs, please reach out to your HERO.