# Severity Definitions

## Severity 1 (Issue Priority = 1 Critical)

A problem which will prevent the accomplishment of an essential capability and NO known work-around:

* Show-stopper, production down
* Critical functionality does not work
* Data loss
* Causes irreversible (or reversible but with a lot of effort) database damage
* Repeated, service-affecting core dumps
* Security violations
* Unbounded memory growth
* Severe degradation (> 50%) in throughput performance below that specified in the PRD

## Severity 2 (Issue Priority = 2 High)

A problem will adversely affect the accomplishment of an operational capability and HAS known work-around:

* Critical functionality of the product does not work but known work-around solution is available
* Non-Critical functional issue that a customer is LIKELY to come across but known work-around solution is available

## Severity 3 (Issue Priority = 3 Medium)

A problem will result in user/operator inconvenience or annoyance, but does not affect a required operational or mission-essential capability:

* Customer is NOT likely to come across this with known work-around
* Non-Critical functionality issue with known work-around

## Severity 4 (Issue Priority = 4 Low)

Very minor problem resulting in negligible inconvenience or annoyance