<table>
<thead>
<tr>
<th>Points</th>
<th>Clients Affected</th>
<th>Points</th>
<th>Traffic</th>
<th>Points</th>
<th>How broken is this function? Is there a workaround?</th>
<th>Points</th>
<th>Is this a critical function to the client/team?</th>
<th>Points</th>
<th>Is this high value/time sensitive?</th>
<th>Points</th>
<th>Is this related to a recent engineering change made in the past three days?</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Anyone who tries to use this function is affected or 100% of clients are affected</td>
<td>5</td>
<td>Very High Traffic</td>
<td>5</td>
<td>Function is broken. No workaround.</td>
<td>3</td>
<td>Function needed to perform daily work</td>
<td>6</td>
<td>Very high value. PII has been exposed to users who should not see it, or it is fraud related.</td>
<td>3</td>
<td>This probably relates to a recent engineering change made in the past three days</td>
</tr>
<tr>
<td>4</td>
<td>Many clients are affected or 50%-99% of clients are affected</td>
<td>4</td>
<td>High Traffic</td>
<td>4</td>
<td>Function is broken. Difficult or time-consuming workaround.</td>
<td>0</td>
<td>Function not needed to perform daily work</td>
<td>4</td>
<td>High value or time sensitive.</td>
<td>0</td>
<td>This does not relate to a recent engineering change made in the past three days</td>
</tr>
<tr>
<td>2</td>
<td>Several clients are affected or 20%-50% of clients are affected</td>
<td>3</td>
<td>Medium Traffic</td>
<td>2</td>
<td>Function is broken. Viable workaround.</td>
<td>2</td>
<td>Moderate value or time sensitive.</td>
<td>0</td>
<td>Low value. Not time sensitive.</td>
<td>0</td>
<td>This probably relates to a recent engineering change made in the past three days</td>
</tr>
<tr>
<td>1</td>
<td>Few clients are affected or 10% or less of clients are affected</td>
<td>2</td>
<td>Low Traffic</td>
<td>1</td>
<td>Function is confusing. Quick workaround.</td>
<td>0</td>
<td>Low value. Not time sensitive.</td>
<td>0</td>
<td>This does not relate to a recent engineering change made in the past three days</td>
<td>0</td>
<td>This does not relate to a recent engineering change made in the past three days</td>
</tr>
</tbody>
</table>

**Enter Score Here**

**Paste this into the Overview**

**Client Pain Score**

**Client**

2: Several clients are affected or 20%-50% of clients are affected

**Traffic**

2: Low traffic

**Broken**

2: Function is broken. Viable workaround.

**Critical**

0: Function not needed to perform daily work

**Sensitive**

0: Low value. Not time sensitive.

**Over Time**

0: This does not relate to a recent engineering change made in the past three days

**Total**

6

**Priority Scale**

**Service Level**

17+ P0 ASAP

14-16 P1 This sprint

11-13 P2 In the next few sprints

5-10 P3 Within 3 months

4 or lower P4 Will be resolved with another ticket or tool overhaul