



Instructor-Led Training Courses

Master Barracuda's products and be ready
for any threats to your business.

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Barracuda Email Protection

Advanced Mail Scanning Capabilities

Course Objectives

This course is designed to enable participants to become proficient in administering the capabilities of the Barracuda Email Protection Advanced Plan, configuring Barracuda Email Gateway Defense and Impersonation Protection for deep, AI-enhanced scanning of email. It offers clear hands-on guidance on best practices and troubleshooting. Broad attendance on the EP0101 course ensures that organizations are more resilient against unexpected disruptions to mail delivery at any stage. Effective email administration can be more securely provisioned, in line with organization security policies.

Audience

Barracuda Email Protection — Advanced Mail Scanning Capabilities is designed for technical participants and partners administering the Barracuda Email Protection Advanced Plan. System administrators, network engineers, and technical staff are the main audience for this course.

Agenda

Email Gateway Defense

Email Gateway Defense Features

- Inbound Email Protection
- Outbound Email Protection
- Dashboards
- Message Log
- Email Continuity
- Outlook Add-In

Advanced Threat Protection

- Advanced Threat Protection introduction
- Advanced Threat Protection operating modes

Impersonation Protection

Introducing Impersonation Protection

- Introducing Impersonation Protection
- Deployment

Product Interconnectivity and Feature Comparison

- Connections and Integration

Getting started with Email Gateway Defense

- Deployment processes

Inbox Protection

- How Inbound Mail Filtering Works
- Connection analysis of inbound mail
- Content analysis of inbound Mail
- Anti-Phishing protection with BRTS

Email Authentication

- Email encryption for inbound mail
- Sender Authentication Extension Protocols

Account Takeover Protection and Reporting

- Guarding Against Account Takeover
- Creating an Account Takeover Incident

Understanding Impersonation Protection Operations

- Monitoring Threats

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

1 day

Prerequisites

- Knowledge of network technologies
- Knowledge of Microsoft 365 products

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Administration, Operations and User Management

- Message Log
- Reporting
- Quarantine
- User management
- End-user access and continuity

Email Encryption and Data Loss Prevention

- Encryption in transport
- User-to-user encryption
- Data Loss Prevention
- Outbound Mail Scanning

Incident Response

Automatic Remediation

- Automatic Remediation for Tracking Threats

Barracuda Email Protection

Response and Mitigation Capabilities

Course Objectives

This course is designed to enable participants to become proficient in administering the capabilities of the Barracuda Email Protection Premium Plus Plan. The course incorporates configuration and response for phishing and spearphishing threats, threat hunting, attack simulation, identity protection and data protection components. It offers clear hands-on guidance on best practices and troubleshooting. Broad attendance on the EP0102 course ensures that organizations are more resilient against unexpected disruptions to mail delivery at any stage. Effective Incident Response planning, and recovery, can be more securely provisioned, in line with organization security policies.

Audience

Barracuda Email Protection - Response and Mitigation Capabilities is designed for technical participants and partners administering the Barracuda Email Protection Premium Plus Plan. System administrators, network engineers, and technical staff are the main audience for this course.

Agenda

Incident Response

Introducing Incident Response functionality

- Incident Response Functions and Features
- Deployment

Insights and Reporting with Incident Response

- Reporting and Tracking Threats

Incident Review and Remediation

- Reviewing Alerts and Remediating Incidents
- User-reported Emails

Automated Workflows

- Building Automated Workflows

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

2 days

Prerequisites

- Knowledge of network technologies
- Knowledge of Microsoft 365 products

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Impersonation Protection

Domain Fraud Protection

- Introducing Domain Fraud Protection
- Preventing Domain Fraud with DMARC

Zero Trust Access

Feature Overview

- Identity Protection Features
- Web Security Features

Getting Started with Zero Trust Access

- Zero Trust Access Deployment
- Zero Trust Access Onboarding
- Configuring Web Security
- How Zero Trust Access Works

Data Inspector

Feature Overview

- Data Inspector and Compliance
- Data Inspector Functions

Getting Started with Data Inspector

- Deployment
- Configuration and Administration

Security Awareness Training

Introduction to Security Awareness Training

- Introducing Security Awareness Training

Results

- Most important dashboards
- Developing future strategies from campaign results

Address book

- Creating an Address Book
- Understanding Address Book Attributes
- Managing the Address Book

Training

- Training routine
- Training features
- Integrating with LMS
- Customization

Campaigns and Content Center

- Campaign requirements
- Creating a campaign
- Content Center

Cloud Archiving Service

Introducing the Barracuda Cloud Archiving Service features

- Cloud Archiving Service Features
- Cloud Archiving Service and Compliance
- Cloud Archiving Service Key Functions
- Operational Summary
- Controlling Retention
- Data Centers by Region

Getting started

- Deployment
- Add Users
- Add Email Domains
- Cloud Archiving Service Integration

Building Data Sets with Barracuda Cloud Archiving Service

- Process for Archive Compliance
- Standards of Barracuda Networks Cloud Provision
- Designing Retention Policies
- Saved Search Use Cases
- Retention and Alerts
- Audit Log

Cloud Archiving Service Administration and End-User Access

- Different User Roles in Cloud Archiving Service
- Email Aliases
- End-User Access
- Microsoft Outlook Add-In
- Stand-Alone Search Utility

Barracuda Cloud-to-Cloud Backup

Barracuda Cloud-to-Cloud Backup features

- Core principles of protecting data in Microsoft 365
- Basic functionality
- Cloud-to-Cloud Backup protection for:
 - Exchange Online
 - OneDrive for Business
 - SharePoint Online
 - Teams
- Default retention in Microsoft 365
- Calculating storage in Backup
- Microsoft 365 objects included in Cloud-to-Cloud Backup

Getting started with Barracuda Cloud-to-Cloud Backup

- Connecting Microsoft 365 tenant
- Configuring Microsoft 365 data source
- Protecting Exchange Online
- Protecting SharePoint Online
- Protecting OneDrive
- Protecting Teams

Restoring and Exporting using Barracuda Cloud-to-Cloud Backup

- Restoring using Cloud-to-Cloud Backup
 - Restoring cloud-based revisions in Cloud-to-Cloud Backup
 - Exporting from Cloud-to-Cloud Backup
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Barracuda CloudGen Firewall

Foundation

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who want to become proficient in the foundational use of Barracuda CloudGen Firewall. This course will feature an expansion of the material covered in the on-demand videos from the Barracuda CloudGen Firewall Foundation Track series, as well as hands-on lab exercises to put the foundational content in real world context for all participants.

Audience

Barracuda CloudGen Firewall - Foundation is designed for technical participants who will be using the Firewall frequently within their own environment. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Deployment

- Hardware Appliance Deployment
- Virtual Appliance Deployment
- Public Cloud Deployment

Introduction to SD-WAN

- Multi-Transport VPN
- Provider-Based Transport Selection
- Dynamic Transport Selection
- Session Balancing

Basic Configuration Tasks

- Basic Configuration Tasks
- Routing Architecture
- Network Connection
- Assigned Services

Introduction to Remote Access

- Barracuda SSL VPN
- CudaLaunch
- Client-to-Site VPN
- Barracuda Network Access Client

Firewall Policies

- Firewall
- Policy-Based Access Rules
- Network Address Translation

Logging, Reporting, Statistics

- Logging
- Reporting
- Statistics

Introduction to Extended Firewall Features

- Policy Profiles
- URL Filtering in the Firewall
- SD-WAN Policies
- Intrusion Prevention System (IPS)
- DC Agent and TS Agent

System Maintenance

- Backing Up the Barracuda CloudGen Firewalls
- Restoring the Barracuda CloudGen Firewalls
- Installation
- Firmware Updates

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

3 days

Prerequisites

TCP/IP experience and knowledge of network technologies and firewall operating modes.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Firewall Control Center

- Control Center Deployment
- Introducing the Control Center
- Firewalls on the Control Center
- Remote Management Tunnel
- Manage Firewalls with the Control Center

High Availability

- High Availability for Control Center-managed Firewalls
- High Availability for individually managed Firewalls
- Private Uplinks for High Availability

Virtual Private Networks

- Introduction to Virtual Private Networks
- Barracuda TINA VPN
- Graphical Tunnel Interface Editor

IPv6

- Services IPv6 Support
- IPv6 Configuration

Barracuda CloudGen Firewall

Advanced Features

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who need a focused approach to the Application Control Feature of Barracuda CloudGen Firewall. This course will be an expansion on the material covered in the on-demand videos on Application Control and Traffic Shaping with CloudGen Firewall, as well as hands-on lab exercises to put the foundational content in real world context for all participants.

Audience

Barracuda CloudGen Firewall - Application Control, is designed for technical participants who will be using the Firewall frequently within their own environment. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Policy Profiles

- Application Policies
- SD-WAN Policies
- TLS Inspection Policies
- URL Filtering Policies
- Virus Scanning and ATP
- File Content Filtering
- User Agent Filtering
- Mail Security
- DNS-Tunneling
- Spyware and Botnet Protection

Traffic Shaping (QoS)

- Introduction to Traffic Shaping
- Traffic Classification
- Advanced Traffic Classification
- Operation Modes
- Default Profile
- Traffic Shaping for VPN

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

1 day

Prerequisites

[Barracuda CloudGen Firewall - Foundation certification \(CGF01\)](#) or comparable product knowledge.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Barracuda CloudGen Firewall

Advanced WAN Technologies

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who need a focused approach to the Advanced WAN Technologies as part of Barracuda CloudGen Firewall. This course will be an expansion on the material covered in the on-demand videos on Site-to-Site VPN, Traffic Shaping, and SDWAN with CloudGen Firewall, as well as hands-on lab exercises to put the foundational content in real-world context for all participants

Audience

Barracuda CloudGen Firewall - Advance WAN Technologies, is designed for technical participants who will be using the Firewall frequently within their own environment. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Advanced Site-to-Site VPN

- VPN Routing Concept
- Transport IPs
- Hub and Spoke
- Dynamic Mesh
- Connecting Two Identical Networks
- IPv6 with Site-to-Site VPN
- Routed VPN Network

Traffic Shaping

- Introduction to Traffic Shaping
- Traffic Classification
- Advanced Traffic Classification
- Operation Modes
- Default Profile
- Traffic Shaping for VPN

SD-WAN

- Introduction to SD-WAN
- Transport Types
- SD-WAN Policy Profile Transport Selection
- SD-WAN Learning Policy
- Dynamic Transport Selection
- Adaptive Bandwidth Protection
- Traffic Balancing
- Traffic Duplication

Policy Profiles

- Introduction to Policy Profiles
- Applying Policies to Access Rules
- Policy Profiles without SD-WAN Policies
- Policy Profiles with SD-WAN Policies

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

2 days

Prerequisites

[Barracuda CloudGen Firewall - Foundation certification \(CGF01\)](#) or comparable product knowledge.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Barracuda CloudGen Firewall

Remote Access

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants focused on Remote Access features of Barracuda CloudGen Firewall. This course will be an expansion on the material covered in the on-demand videos on configuring Remote Access and Sharing Resources securely with CloudGen Firewall, as well as hands-on lab exercises to put the foundational content in real world context for all participants.

Audience

Barracuda CloudGen Firewall - Remote Access, is designed for technical participants who will be using the Firewall frequently within their own environment. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Remote Access

- Remote Access
- Configure Remote Access

Share Resources Securely

- Share Resources with SSL-VPN
- Share Resources with Client-to-Site

Barracuda SecureEdge Access

- Barracuda SecureEdge Agent

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

1 day

Prerequisites

[Barracuda CloudGen Firewall - Foundation certification \(CGF01\)](#) or comparable product knowledge.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Barracuda Message Archiver

Foundation

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who want to become proficient in the foundational use of Barracuda Message Archiver. The course will feature an expansion of the material covered in the on-demand videos for the Barracuda Message Archiver, with hands-on lab exercises to put the foundational content in real-world context for all participants.

Audience

Barracuda Email Protection - Foundation is designed for technical participants and partners supporting field deployments of the Barracuda Message Archiver. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Introduction

- Feature Overview
- Model Comparison

End User Access

- Web Portal
- Stand-alone Utility
- Outlook Add-In
- MA01020 - Deployment
- Deployment Options
- Initial Configuration

Exchange Integration

- Synchronize Non-Email Items
- Synchronize Folders
- Email Stubbing

Advanced Deployment

- Mirrored Clustering
- Federated Search
- Cloud Control
- Cloud Storage

Retention Policies

- Default and Custom Policies
- Policy Configuration
- Saved-Search Retention Policies
- Litigation Hold

User Management

- User Account Types & Roles
- Local Accounts
- LDAP Accounts

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

1 day

Prerequisites

TCP/IP experience and knowledge of Microsoft Exchange and Email Transmission Technologies.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

NOTE: This training is not offered as a regularly scheduled course. It is only available by request in selected regions. If interested, please reach out to campus@barracuda.com for more details.

Barracuda Web Application Firewall

Foundation

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who want to become proficient in the foundational use of Barracuda Web Application Firewall. The course will feature an expansion of the material covered in the on-demand videos from the Barracuda Web Application Firewall Foundation Track series, as well as hands-on lab exercises to put the foundational content in real-world context for all participants.

Audience

Barracuda Web Application Firewall - Foundation is designed for technical participants who will be supporting field deployments. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Introducing the Barracuda Web Application Firewall

- Overview
- Deployment Environments
- Architecture
- Additional Services

On-premises Deployment

- Hardware Sizing
- Virtual Sizing
- Licensing
- Reverse Proxy Mode
- Bridging Mode

Basic Configuration Tasks

- Web Interface
- Administration
- Updating the WAF
- Login and IP Configuration
- Secure Administration

High Availability

- High Availability Requirements
- Active - Active
- Active - Passive
- Cluster Fail-over

Logging, Monitoring, Reporting

- Status Monitoring
- Notifications
- Logging
- Reports

Security Policies

- Security Models
- Web Application Firewall Modes
- Security Policies

Introduction to Advanced Security Features

- Introduction
- Allow Deny Rules
- Website Profiles
- DDOS Protection

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

2 days

Prerequisites

- Knowledge of network layer protocols and technologies.
- Knowledge of the most common application layer protocols and application services.
- Knowledge of web application technologies and OWASP Top 10 attacks.
- Knowledge of programming languages such as HTML, Java, or SQL is a plus.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Introduction to security Tuning Tools

- Tuning Security Rules
- Mitigating Web Vulnerabilities

Bot Mitigation

- Virus and Data Theft Prevention
- Brute Force Prevention
- Credential Stuffing & Spraying
- Privileged Account Protection
- Referrer Spam Mitigation
- Comment Spam Mitigation
- Active Threat Intelligence Dashboard for Advanced
- Bot Protection

Barracuda Web Application Firewall

Advanced Features

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who want to become proficient in the advanced features of Barracuda Web Application Firewall. This course will be an expansion of the material covered in the on-demand videos on Redirect Rules, DDoS protection, and integration of Web Application Firewall with CloudGen Firewall.

Additionally, participants will benefit from hands-on lab exercises to put the foundational content in real world context.

Audience

Advanced Features is designed for technical participants who will be supporting field deployments. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

Allow-Deny-Redirect Rules

- Allow/Deny/Redirect Rules
- Allow/Deny/Redirect Rules for URLs
- Allow/Deny/ Redirect Rules for Headers

Web Application and CloudGen Firewall Integration

- CloudGen Firewall Integration
- Prerequisite

Website Profiles

- Websites Profiles Overview
- Website Profiles
- Website Profiles Modes
- Website Profiles Strict Profile Check
- Adaptive Profiling
- Profiles Optimizers

Vulnerability Reports Integration

- Scanners Integration
- Support Scanners
- New Open Format
- Vulnerability Reports
- Recommendations

Application DDoS Protection

- IP Reputation Filter
- DDoS Policies
- Slow Client Attack Prevention

Client Side Protection

- Configuring Content Security Policies
- Configuring Sub-resource Integrity

Advanced System Management

- Role-based Administration
- Auto Configuration Engine
- Cloud Control
- Configuration Backup Templates
- Default Pattern Mode
- Encryption Key Settings
- Response Pages

Barracuda Vulnerability Manager

- The Barracuda Vulnerability Manager
- Verification Options with the BVM

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

1 day

Prerequisites

[Barracuda Web Application Firewall - Foundation certification \(WAF01\)](#) or comparable product knowledge.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Barracuda WAF-as-a-Service

Foundation

Course Objectives

This course is designed to provide an instructor-led, immersive classroom approach for participants who want to become proficient in the foundational use of Barracuda WAF-as-a-Service. The course will feature an expansion of the material covered in the on-demand videos from the Barracuda WAF-as-a-Service Foundation and Advanced Tracks, as well as hands-on lab exercises to put the foundational content in real-world context for all participants.

Audience

Barracuda WAF-as-a-Service - Foundation is designed for technical participants who will be supporting field deployments. System administrators, network engineers, and technical staff who are current Barracuda Networks partners and customers are the main audience for this course.

Agenda

WAF-as-a-Service Overview

- Overview
- Architecture
- WAF-as-a-Service using your own Containers
- Licensing
- Traffic Flow
- Applications and Application Modes

App Profiles

- URL Profiles Overview
- App Profiles Settings
- Extended Match Rules
- Data Theft Protection
- File Upload Protection and ATP

Account Takeover Protection

- Credential Attack Protection
- Brute Force Protection
- Privileged Account Protection

Setting up WAF-as-a-Service

- Interface Access
- Setup Wizard
- Restricting Access
- WAF-as-a-Service Modes
- DNS Zones
- Servers

Bot Protection

- Bot Spam Mitigation
- Honey Pots
- Client Tarbits
- Client Challenges
- Client Fingerprint and Risk Score
- Pre-defined Bots

Endpoints

- What are Endpoints?
- Let's Encrypt
- Security Mechanisms

Format

- Available in-person or remote.
- Maximum 10 participants.

Duration

2 days

Prerequisites

- Knowledge of DNS, Domain Zones, and DNS Records
- Knowledge of the most common application-layer protocols and application services
- Knowledge of web application technologies and OWASP Top 10 attacks
- Knowledge of programming languages such as HTML, Java, or SQL is a plus
- Knowledge of API-based web applications is a plus
- Knowledge of Content Security Policies is a plus.

Pricing

Please contact your Barracuda Networks Sales Representative for pricing information.

Configuration Tuning

- Recommendations
- Vulnerability Remediation Service
- False Positives
- Trusted Hosts

General Security Components

- URL Normalization
- Request Limits
- Cookie Security
- URL Protection
- Parameter Protection
- URL Encryption
- Allow/Deny Rules for Headers
- IP Address Geolocation
- Response Cloaking
- URL Access and Redirects

Application Delivery

- Load Balancing
- Persistence
- Connection Pooling
- CDN

Logs, Monitoring, and Reports

- Logs
- Monitoring
- Reports
- Notifications

DDoS Protection

- DDoS Basics
- Allow and Block Lists
- Brute Force Prevention
- Web Scraping
- Slow Client Prevention
- Client Evaluation

Traffic Rewrite

- URL Translation
- Request Rewrite
- Response Rewrite
- Body Rewrite

System Management

- Role-Based Administration
- License Management
- Configuration Snapshots
- GitHub Integration

Violation Responses and Response Pages

- Role-Based Administration
- License Management
- Custom Block Pages

API Security

- API Services
- API Discovery
- JSON Security
- GraphQL
- JWT Validation
- API Response Policies

Client-Side Protection

- Content Security Policies
- Sub-Resource Integrity

Barracuda Professional Services

To help customers and partners stay as safe as possible as the threat landscape and business needs evolve, Barracuda Professional Services provides comprehensive onsite and remote services for Barracuda products.

Barracuda Professional Services helps customers and partners properly implement and maintain Barracuda products and secure their businesses, without the need for additional internal staffing, training or maintenance.

Barracuda Professional Services is currently available across our entire product portfolio. If you have questions about services related to a specific product, connect with your Barracuda Sales Representative to learn more.

Help from certified product specialists

Barracuda Professional Services is made up of an experienced team of IT-security professionals and Barracuda Certified product specialists. Our professional Services engineers provide valuable knowledge and expertise, including industry and product best practices, to reduce risk, maximize performance and ensure successful outcomes. Customers leveraging Barracuda Professional Services in conjunction with Barracuda Premium Support enjoy the added benefit of coordinated operations support.

To support customers and partners throughout different phases of business growth and transition, Barracuda offers a variety of options:

Product quick start

Provides help with the implementation and configuration of a Barracuda solution, including knowledge transfer

The product quick start includes:

- Pre-installation planning
- Installation
- Configuration
- Knowledge transfer

Software update or platform migration

Provides help with a Barracuda software upgrade or hardware migration.

This software update or platform migration includes:

- Planning
- Upgrade or migration
- Testing

Health check

Provides an operational performance review of a Barracuda product, to identify improvements and configuration-tuning recommendations.

The health check includes a comprehensive review of:

- Traffic
- Sessions
- System logs
- Resources
- Events
- Drops
- Other system parameters

Barracuda Premium Support

Barracuda Premium Support ensures your network is running at its peak performance, by providing the highest level of 24/7/365 technical support for mission-critical environments. Our dedicated support team provides fast resolution of your high-priority support issues, to keep your business up and running.

Priority access to top-tier technicians

As a premium support customer, you're always prioritized within our ticket queue. If you're facing a business-critical issue, we will transfer you to one of our highly-skilled Premium Support engineers, to provide the fastest resolution possible.

Dedicated Premium Support Manager

Your Premium Support Manager is your dedicated resource for any questions about the support process or service delivery. They will closely monitor your support requests to make sure that you are getting the fastest possible solution and will provide you with regular check-ins and support activity reports upon request.

Root Cause Analysis

We are committed to making sure your Barracuda solution is providing you the best security possible. To maintain optimal performance, your Premium Support team will not only resolve an issue but find the root cause of the problem to make sure you don't encounter it again.

Proactive notification and standby support

- If you've experienced a software issue, you'll receive a proactive notification as soon as our development team releases a new firmware update that fixes the problem.
- If you have a maintenance window for your solution, you can notify the team and they will keep a resource on standby to assist with any unexpected issues.

Configuration reviews to optimize your deployment

You can request a configuration review at any time and your dedicated Premium Support team will verify if there's anything that requires adjustment to maximize the performance of your Barracuda solution.

Rapid response to your support requests

Service Level Agreements (SLAs) guarantee priority response time for mission-critical issues.