

Escalation Policy (Maximum time on tickets)

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Listed is the Escalation Procedure based on ticket Priority.

Low and Medium Priority Tickets

Tier 1

- Has 1 hour to complete a ticket before escalation must occur
- At 1 hour, Tier 1 must contact Tier 2 for a progress report
- IF there is progress being made, Tier 2 may approve Tier 1 to continue working the issue, if no progress is made, Tier 2 takes over the ticket
- After 30 minutes, Tier 1 must contact Tier 2 again for a progress report
- IF there is progress being made, Tier 2 may approve Tier 1 to continue working the issue, if no progress is made, Tier 2 takes over the ticket
- After 30 Minutes, Tier 1 then calls Tier 2, regardless of Progress, Tier 2 takes over the ticket.
- On a standard ticket, a Tier 1 tech should not have more then 2 hours without management approval

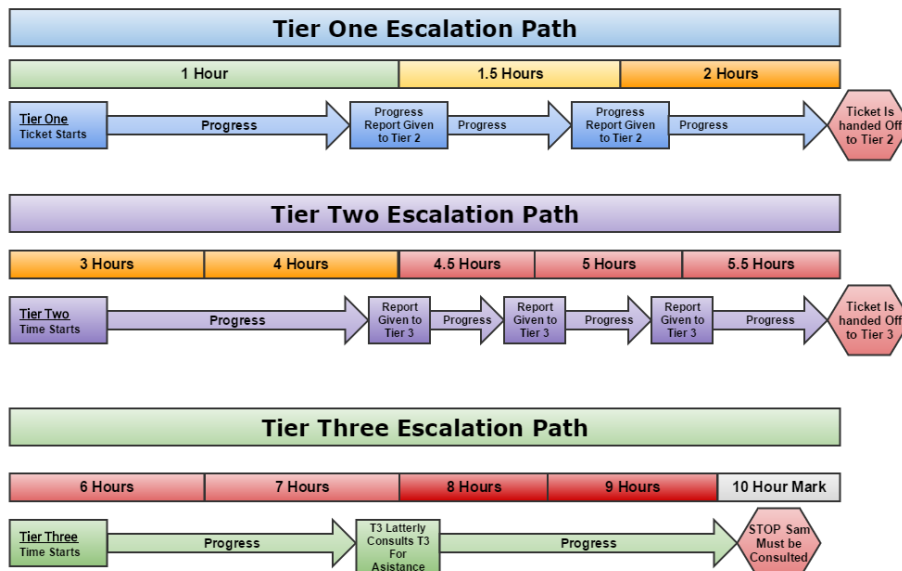
Tier 2

- Has 2 hours to complete a ticket before escalation must occur
- This applies to NEW tickets as well, not just ones escalated from Tier 1
- At 2 hours, Tier 2 must contact Tier 3 for a progress report.
- IF there is progress being made, Tier 3 may approve Tier 2 to continue working the issue, if no progress is made, Tier 3 takes over the ticket
- After 30 minutes, Tier 2 must contact Tier 3 for a progress report
- IF there is progress being made, Tier 3 may approve Tier 2 to continue working the issue, if no progress is made, Tier 3 takes over the ticket
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- IF there is progress being made, Tier 3 may approve Tier 2 to continue working the issue, if no progress is made, Tier 3 takes over the ticket
- After 30 minutes, Tier 3 must take over the ticket
- On a standard ticket, a Tier 2 tech should not have more then 3.50 hours without management approval

Tier 3

- Has 4.5 hours to complete a ticket before Sam must be notified
- At 8 ticket hours of a ticket that has started with Tier 1, T3 must contact another member of T3 to go over the issue
- If at 10 hours the issue is still not resolved, Sam must be notified.

Below is the Path Outlined for Low and Medium Tickets



URGENT and EMERGENCY Tickets

Urgent and Emergency tickets must be worked following the guidelines below

In the event of an emergency, management needs to be alerted as soon as possible, regardless of this policy.

Below is the Charts for Urgent and Emergent Paths

