Escalation Matrix

Issue Type	Tier Level	Responsible Party	Action Window	Escalation Trigger
Software Installation	Tier 1	Helpdesk	1 hour	Delay or missing permission
Internet Connectivity	Tier 1	Helpdesk	30 minutes	Connectivity persists → escalate
Application Crash	Tier 2	Application Support Team	1.5 hours	Crash reoccurs → escalate to Tier 3
Data Access Failure	Tier 2	Database Administrator	2 hours	If unresolved → escalate
Server Outage	Tier 3	Network/System Engineering	Immediate	Notify stakeholders immediately

The escalation matrix is a defined response method for resolving IT-related issues in the most efficient way possible. The matrix outlines exactly what kind of issue triggers an escalation, which tier is responsible, response times for each tier, and escalation triggers if the issue is not resolved within an acceptable timeframe (Zuo & Zio, 2024). Issue escalation ensures that problems are resolved promptly and that accountable individuals are held responsible for rectifying the problem. The matrix helps reduce downtime, identify the responsible parties, and escalate issues to higher levels of support when they cannot be resolved at a particular tier. This is most useful to IT help desks and support teams, ensuring that critical issues such as server outages or application crashes are addressed with the priority and clarity they require.

Reference

Zuo, F., & Zio, E. (2024). Managing secondary risks with optimal risk response strategy and risk-related resource scheduling. *Reliability Engineering & System Safety*, *245*, 110028. https://www.sciencedirect.com/science/article/pii/S0951832024001030