**Helpdesk & Support Framework Documentation**

**Objective:** To operationalize a scalable, efficient support model ensuring timely resolution of issues post-deployment.

**Detailed Components:**

* **Tiered Support Model Definition**
  + Tier 1: NGO internal staff (first line)
  + Tier 2: Regional UN-DTP support team
  + Tier 3: Vendor and cloud service provider escalation
* **Standard Operating Procedures (SOPs)**
  + Step-by-step guidance on how to report, classify, escalate, and close incidents
  + Templates for incident reports, RCA (Root Cause Analysis), change tickets
* **SLA Document with Defined KPIs**
  + Response Time: <2 hours for critical issues
  + Resolution Time: 8–72 hours based on priority level
  + Uptime commitment: 99.9% monthly
* **Integrated Ticketing System Setup**
  + Hosted on platforms like Freshdesk or ServiceNow
  + Email, chat, and mobile app-based support ticket generation
  + Dashboards to track status, trends, bottlenecks
* **Escalation Matrix & Communication Tree**
  + Role-specific contact escalation tiers by region and topic (e.g., CRM vs. M&E)
* **Monthly Helpdesk Reports**
  + Ticket volume, issue types, resolution rates, top recurring issues
* **Self-Service Knowledge Base**
  + Categorized articles, videos, FAQs, printable quick guides