**Incident Management & Escalation Procedures**

**Purpose:** To ensure rapid detection, triage, response, and resolution of system incidents to maintain continuity and build user trust.

**Key Components:**

* **Incident Response SOP:** End-to-end workflow from incident detection (automated alerts or user reports) through diagnosis, mitigation, communication, and closure.
* **Classification & Severity Matrix:**
  + *Critical:* CRM down, donor record corruption.
  + *Major:* Sync delays > 2 hours.
  + *Minor:* UI bug, cosmetic issue.
* **Escalation Tree & Contact Matrix:** Named contacts per escalation tier:
  + Tier 1: Helpdesk & field IT support.
  + Tier 2: Regional IT officers.
  + Tier 3: Vendor DevOps/CloudOps.
* **Resolution SLA Policy:** Time-to-acknowledge, time-to-resolve benchmarks based on impact:
  + Critical: 1 hr / 4 hrs
  + Major: 4 hrs / 24 hrs
  + Minor: 1 day / 3 days
* **Incident Report Template & Register:** Template for root cause analysis (RCA), timeline of events, actions taken, lessons learned, and preventive controls.