**Escalation Logs and Resolution Documentation**

**Overview:**  
A formal record of all incidents, issues, or risks escalated beyond routine management levels, tracking their investigation, decision-making, and resolution steps.

**Contents:**

* **Escalation Details:** Date/time, issue description, impact severity, and escalation reason.
* **Stakeholders Involved:** Names and roles of individuals or teams notified or responsible.
* **Response Actions:** Steps taken to investigate and mitigate the issue.
* **Resolution Outcome:** Final status, root cause analysis, and lessons learned.
* **Time Metrics:** Time taken from escalation to resolution (MTTR - Mean Time To Resolve).
* **Follow-up Actions:** Recommendations or policy updates to prevent recurrence.
* **Documentation:** Attachments such as screenshots, logs, email threads, or incident tickets.

**Tools Used:** Incident management systems (Jira, ServiceNow), communication platforms (Slack, Teams), shared document repositories.  
**Purpose:** To ensure accountability, improve response efficiency, and support continuous improvement in incident management.