

# IT Support Ticket and Escalation Policy

## Purpose

This policy defines ticket submission, prioritization, and escalation procedures for IT support requests.

## Ticket Channels

- Self-service portal (preferred)
- Email to helpdesk (auto-creates ticket)
- Phone for critical outages only

## Priority Levels

Priority	Definition	Target Response	Target Resolution
P1	Critical outage affecting many users	15 minutes	4 hours
P2	Major issue with workaround	1 hour	1 business day
P3	Single user issue	4 hours	3 business days
P4	How-to request / low impact	1 business day	5 business days

## Required Ticket Information

- Clear description of issue and business impact.
- Screenshots or error messages if available.
- Device name, OS version, and location.
- Steps already attempted.

## **Escalation Rules**

- Escalate to Tier 2 if no progress within 50% of SLA.
- Escalate to Tier 3 for system failures or security incidents.
- Management escalation required for P1 and P2 issues.

## **Service Level Metrics**

SLA Compliance % = (Tickets resolved within SLA / Total tickets) x 100.

## **On?Call Coverage**

On?call support is available for P1 incidents 24x7. After?hours requests are handled according to severity.

## Ticket Status Definitions

Status	Meaning
Open	Ticket received and queued
In Progress	Assigned to technician
Waiting on User	Pending user response
Resolved	Fix implemented, awaiting confirmation
Closed	Confirmed resolved

## Change Requests

Requests impacting production systems follow the Change Management process with CAB approval.

## Knowledge Management

- Recurring issues are documented into knowledge articles.
- Article effectiveness is reviewed quarterly based on deflection rates.
- Knowledge updates are required after major system changes.

## Ticket Audit and Reporting

Metric	Definition
First Response Time	Time from creation to first update
Resolution Time	Time from creation to closure
Reopen Rate	Reopened tickets / total tickets

## Version History

Version	Date	Description
1.0	2025-01-05	Initial policy release
1.1	2026-02-01	Updated SLA targets and escalation rules