

IT Support Ticket and Escalation Policy

When to Raise an IT Ticket

If an issue persists after basic troubleshooting, employees must raise a ticket through the official helpdesk system.

Tickets should include clear problem descriptions and screenshots where applicable.

Escalation Levels

Priority	Description	Response Time
P1	Critical business impact	Immediate
P2	High impact, workaround available	4 Hours
P3	Minor issue	Next Business Day

Escalation is handled automatically based on ticket priority and SLA.