

# **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.