

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