

Escalation Matrix

Ticket Category	Tier Level	Responsible Team	Expected Response Time	Escalation Path
Printer Not Working	Tier 1	Onsite Helpdesk	1 hour	Escalate to Tier 2 (Hardware)
Password Lockout	Tier 1	Helpdesk	30 minutes	No escalation needed
Software Crash	Tier 2	Application Support	1.5 hours	Escalate to Tier 3 if system-wide
Network Downtime	Tier 3	Network Engineering	Immediate	Notify IT Director
Data Loss Incident	Tier 3	Data Recovery + IT Lead	2 hours	Escalate to IT Security & Audit

Explanation

The Escalation Matrix outlines ticket categories, accountable teams, response times, and escalation pathways to support the timely resolution of IT issues. It is a valuable tool for streamlining support flows, clarifying roles, and prioritizing critical incidents (Zormpas, 2022). They help maintain service efficiency, reduce downtime, and increase accountability by providing a structured response plan, ensuring that nothing is overlooked or delayed in resolution.

Reference

Zormpas, N. (2022). *Customer Escalations Management: The Golden Recipe*. Nikolaos

Zormpas.

https://books.google.com/books?hl=en&lr=&id=cveJEAAAQBAJ&oi=fnd&pg=PT8&dq=The+Escalation+Matrix+outlines+ticket+categories,+responsible+teams,+response+times,+and+escalation+paths+to+ensure+the+timely+resolution+of+IT+issues&ots=0kCgVb_x6u&sig=_BFBt_5bjrGAcX7DrEwXhFuTHqY