

DELIVERABLE #4

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Information Technology Field Experience-EX20

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Escalation Matrix

Tier Level	Handled By	Types of Issues	Response	Escalation Criteria
Tier 1	Helpdesk /	Basic issues: password	Within	Issue not resolved within
	Service Desk	resets, software installation,	15–30	1 hour or requires deeper
Tier 2	Technical Support	Advanced issues: system	Within	Issue exceeds Tier 2
	Specialists	bugs, configuration errors,	1 hour	scope, requires
Tier 3	System Engineers	Complex issues:	Within 2 hours	If issue needs vendor- level access, R&D, or infrastructure overhaul
	/ Developers / External Vendors	infrastructure failures, critical system outages, code-level		
Manager / Incident Coordinator	IT Supervisor / Incident Manager	Critical business-impacting incidents, customer escalations, SLA breaches	Immediate engage	Triggered by SLA violation, major outage, or executive concern