What are the 3 empowering policies?

The 3 empowering policies are measures, they take care that the employees can make important decisions about not important tickets from clients. This on the basis of these policies. So, the employees can stand up for themselves.

Goals

The main goal is that the sysadmins not get overwhelm by not emergencies. If they would be overwhelmed with all tickets from little problems, they would not have time left for the real emergencies.

When to write?

If you do not want that your team get disturb for useless tickets and you want to work efficient. Then you have to write this document and publish it, so everyone can see when they may send a ticket.

What is in it?

You define the 3 empowering's on the basis of these 3 questions:

How do users get help?

What is an emergency?

What is supported?

References

https://www.opsreportcard.com/section/2

https://en.wikipedia.org/wiki/Empowerment