

Escalation Matrix

Issue Type	Tier 1	Tier 2	Tier 3
Email Login/Password	Helpdesk	Not Applicable	Not Applicable
Application Bug	Helpdesk	App Support	App Vendor Contact
System Access Request	Helpdesk	Access Admin	IT Manager
VPN/Remote Access	Helpdesk	Network Team	Security Administrator
Data Backup Failure	Not Applicable	Storage Admin	Data Protection Officer
Malware/Phishing Incident	Helpdesk	Security Response Team	CISO

The Escalation Matrix is a standardized framework that determines the appropriate support tiers to which various types of issues should be assigned. This allows problems to be directed to the appropriate group, who will commence support immediately (Oberdorf et al., 2021). If Tier 1 cannot resolve a simple log in issue, it will be escalated to Tier 2. This system is used to address technical issues, ensuring that tickets are assigned to experts who can resolve them with maximum efficiency and speed, thereby minimizing downtime. Tier 3, which the CISO may represent, deals with significant security incidents, such as malware infestations.

Reference

Oberdorf, F., Stein, N., & Flath, C. M. (2021). Analytics-enabled escalation management: System development and business value assessment. *Computers in Industry*, 131, 103481. <https://www.sciencedirect.com/science/article/pii/S0166361521000889>