Global Escalation Management
At A Glance

🗺 Management: Process Map

Set-up	➔	Assessment	➔	Execution	➔	Fading-out	➔	Closure

Purpose

Global Escalation Management resolves critical customer situations which have or might have an impact on customers' or SAP's business and which require extraordinary management above and beyond SAP's standard processes.

The process of de-escalation management is valid for all SAP on premise and cloud products. SAP Mission Control Center aims to take over ownership of a critical customer situation and to drive critical customer evaluation, impact and top issues identification, and setup of an action plan.

Step 1: Set-up

The Set-up phase of a global escalation consists of the following mandatory steps:
Prepare Kick-off presentation
- Inform all parties
- Initiate cost allocation
- Send announcement mail
- Perform initial case maintenance
- Staffing of De-Escalation Architect and De-Escalation Team

Please refer to the MCS Delivery Handbook and the Escalation Manager Roadmap for further details.

Step 2: Assessment

During the Assessment phase of a Global Escalation the following mandatory steps will be performed:
- Perform E2E Assessment
- Complete Detailed Escalation Plan
- Complete Escalation Sign-Off
- Maintain escalation case (ICP)
- Create and send management reporting, internally and externally

Please refer to the MCS Delivery Handbook and the Escalation Manager Roadmap for further details.

Step 3: Execution

In this phase of a Global Escalation the defined actions will be executed based on the Detailed Escalation Plan.
Further process steps are:
- Perform judging for re-rating
- Maintain escalation case (ICP)

Please refer to the MCS Delivery Handbook and the Escalation Manager Roadmap for further details.

Step 4: Fading-out

The main process steps during this phase are:
- Initiate fading-out
- Plan handover and closing activities
- Send closure mail to customer
- Prepare and execute Lessons Learned
- Maintain Lessons Learned findings

Please refer to the MCS Delivery Handbook and the Escalation Manager Roadmap for further details.

Step 5: Closure

The most important checkpoint in this phase is the judging for closure. Further process steps during this phase are:
- Prepare closure report
- Send internal closure mail

Please refer to the MCS Delivery Handbook and the Escalation Manager Roadmap for further details.

Global Escalation Management
Secondary title if needed

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Bjarni Hirzel	Oct 17, 2019	▪ Initial creation of document	Released