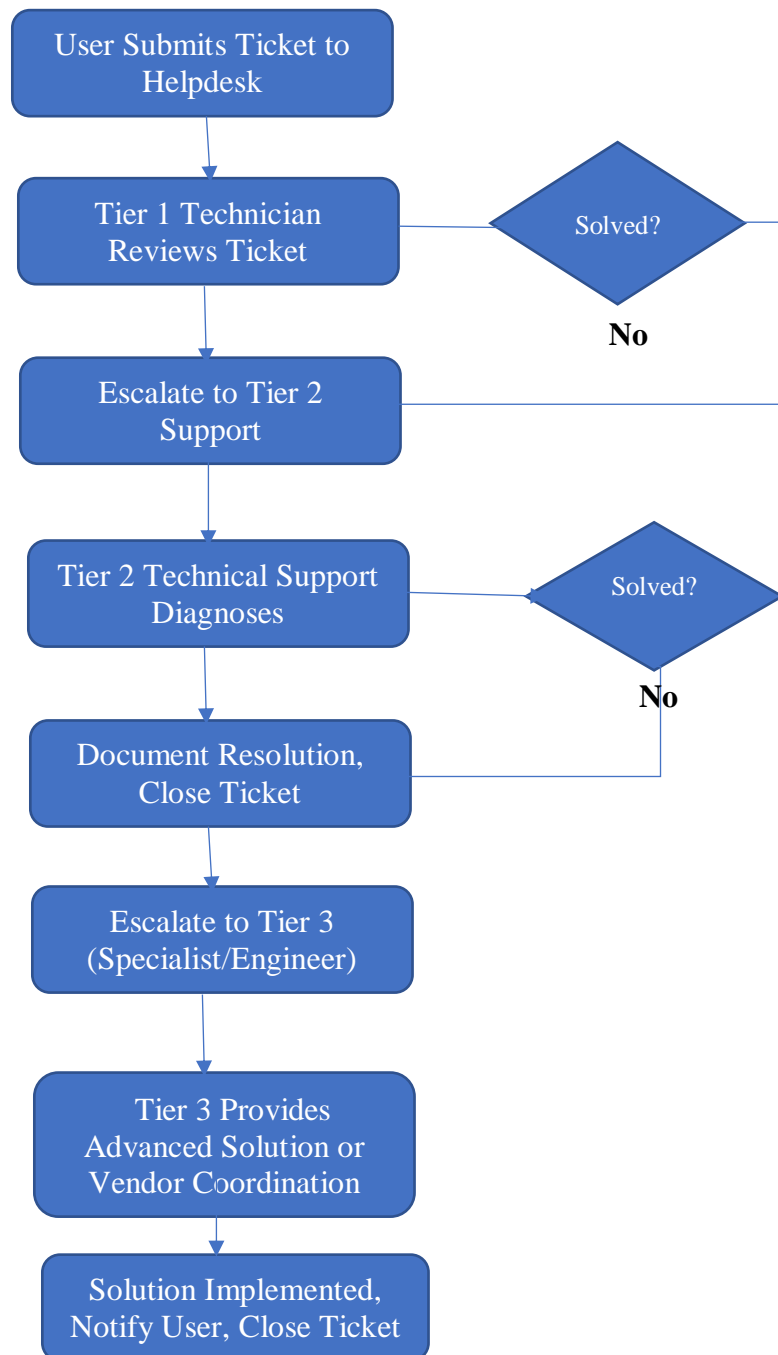


Escalation Matrix / Flowchart

Incident Escalation Flowchart



Escalation Responsibilities

- **Tier 1:** Basic troubleshooting, password resets, user access issues
- **Tier 2:** Software bugs, system configurations, moderate issues (Agbede, 2023).
- **Tier 3:** Network outages, server problems, security breaches

Reference

Agbede, O. M. (2023). Incident Handling and Response Process in Security Operations.

<https://www.theseus.fi/handle/10024/795764>