**Escalation Matrix / Flowchart**

**Incident Escalation Flowchart**

User Submits Ticket to Helpdesk

Solved?

Tier 1 Technician Reviews Ticket

**No**

Escalate to Tier 2 Support

Solved?

Tier 2 Technical Support Diagnoses

**No**

Document Resolution, Close Ticket

Escalate to Tier 3 (Specialist/Engineer)

Tier 3 Provides Advanced Solution or Vendor Coordination

Solution Implemented, Notify User, Close Ticket

**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>