**Tiered Escalation Matrix for Incident Resolution**

A structured escalation matrix ensures that incidents are resolved efficiently by assigning them to the appropriate technical tier based on complexity and urgency. This reduces downtime, enhances accountability, and aligns with service level agreements (SLAs).

**Escalation Matrix – Tier Summary**

* **Tier 1 – Helpdesk Support:**  
  First point of contact for basic issues (e.g., password resets, printer setup); aims to resolve within 4 hours.
* **Tier 2 – Technical SME:**  
  Handles escalated issues such as network failures or software errors; escalates if unresolved in 24 hours.
* **Tier 3 – Infrastructure Analyst:**  
  Investigates system-level issues, monitors performance, and coordinates with development/network teams.
* **Tier 4 – System Recovery Team:**  
  Initiates disaster recovery for major outages or data loss scenarios; restores critical infrastructure services.
* **Tier 5 – Compliance & Security Analysts:**  
  Addresses security breaches and compliance issues; manages access controls and regulatory reporting.
* **Tier 6 – Executive Oversight:**  
  Oversees high-impact incidents affecting the business; coordinates legal, PR, and external communications.

This escalation structure ensures that incidents are routed efficiently, reducing Mean Time to Resolution (MTTR) and improving user satisfaction. Defined timelines and responsibilities at each level help maintain SLA compliance and prevent service delays.

**Reference**

BMC Software. (2021). *What is an IT ticket escalation process?* <https://www.bmc.com/blogs/it-ticket-escalation/>