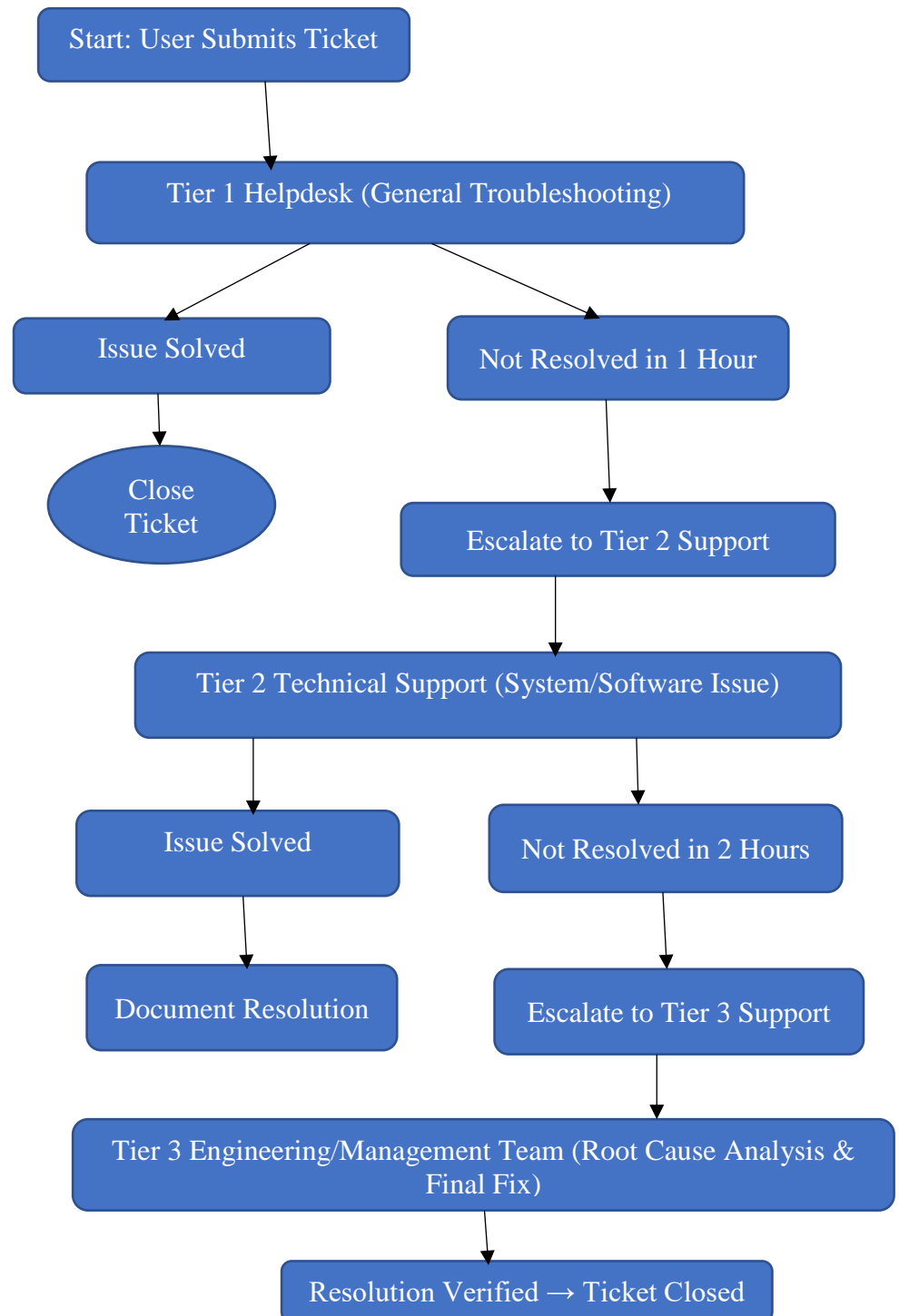**Escalation Flowchart**



By sorting issues through Tier 1, 2, and 3 support, based on issue complexity, the escalation flowchart enables us to resolve IT issues on time. This ensures safe tier 1 (Accountability), prioritized tier 2 (Technical Expertise), and tier 3 (Minimize Downtime) in issue resolution while enhancing users' satisfaction and operational continuity throughout the organization (Ștefan et al., 2024).

# Reference

Ștefan, A. M., Rusu, N. R., Ovreiu, E., & Ciuc, M. (2024). Empowering Healthcare: A Comprehensive Guide to Implementing a Robust Medical Information System—Components, Benefits, Objectives, Evaluation Criteria, and Seamless Deployment Strategies. *Applied System Innovation*, *7*(3), 51. https://www.mdpi.com/2571-5577/7/3/51