



A diagram illustrating the three levels of IT support. It features a large blue triangle on the left side. To the right of the triangle, there are three stacked, rounded green rectangles. Each rectangle contains text describing a level of support. The top rectangle is labeled 'LEVEL 1' and 'HELP DESK'. The middle rectangle is labeled 'LEVEL 2' and 'IT SUPPORT'. The bottom rectangle is labeled 'LEVEL 3' and 'IT ENGINEER'.

LEVEL 1
HELP DESK

LEVEL 2
IT SUPPORT

LEVEL 3
IT ENGINEER

Escalation Procedure

LEVEL 1- Help Desk Responsibilities

Help desk agents are the first point of contact for all incoming support calls. They are responsible for:

- Recording the issue clearly in the call log/ticketing system.
- Asking standardized troubleshooting questions to gather key information (e.g., issue description, time it started, error messages).
- Attempting basic resolutions such as:
 - Password resets
 - Device reboots
 - Basic software/hardware troubleshooting
 - Network/Wi-Fi connectivity checks (GSC Troubleshooting Guide, 2025).

LEVEL 2- IT Support

- The problem requires advanced configuration, network access, or deeper investigation.
- Troubleshooting has been exhausted with no resolution.
- The issue affects multiple users or departments.
- Specialized technical knowledge is needed (GSC Support Tier Guidelines, 2025).

LEVEL 3- IT Engineer

- Second-level support is unable to resolve the issue.
- The issue involves custom-built, proprietary, or critical infrastructure systems.
- The problem causes widespread service impact across the organization or clients (GSC Infrastructure & System Response Plan, 2025).

REFERENCE LIST

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