

Section 1.5 Escalation Paths

Priority	Initial Support Response & Communications	Initial Resolution Timeframe	Escalation Path	Service Impact
Severity 1 (Critical)	<ul style="list-style-type: none"> • Immediate • Problem ticket creation • ERT Meeting • Communication Plan: <ol style="list-style-type: none"> 1. <u>Director IT Services</u> – Manager User Services 2. <u>SMT/Campus Directors</u> – Director IT Services 3. <u>All Staff & All Students</u> – IT Notices Delegate 4. <u>ITS Service Update email list</u> – Helpdesk 5. <u>Call Tree activated</u> 	<ul style="list-style-type: none"> • 2hrs • Permanent or Workaround Solution 	<p>Helpdesk → Level 1 Level 2 Level 3 → <u>MUS, MSN, MAC, MEA</u> → ERT → Director IT Services</p> <ol style="list-style-type: none"> 1. On creation of problem ticket, helpdesk after assessments, will immediately escalate ticket to User Consultant for initial assessment 2. If issue can be resolved immediately, then User Consultant resolves ticket 3. If ticket cannot be resolved immediately and resolution timeframe more than 2Hrs then escalate to Manager, designate who will call ERT 4. Director, IT Services to be informed immediately 5. Communications plan invoked 	<p>The failure creates a serious business and financial exposure</p> <ul style="list-style-type: none"> • Campus down (LAN) • Critical Service down: <ol style="list-style-type: none"> 1. Banner 2. Moodle 3. REACT 4. Email 5. Internet 6. USP Printing (MFD) 7. Telephony • WAN services down
Severity 2 (High)	<ol style="list-style-type: none"> 1. Immediate/1 hour 2. Problem ticket creation 3. Communication Plan: 4. <u>Director IT Services</u> – Manager User Services 5. <u>SMT/Campus Directors</u> – Director IT Services 6. <u>All Staff & All Students</u> – IT Notices Delegate 7. <u>ITS Service Update email list</u> – Helpdesk 8. <u>Call Tree activated</u> 	<ul style="list-style-type: none"> • 6hrs • Permanent or Workaround Solution 	<p>Helpdesk → Level 1 Level 2 Level 3 → <u>MUS, MSN, MAC, MEA</u> → Focus Group → Director IT Services</p> <ol style="list-style-type: none"> 1. On creation of problem ticket, helpdesk after assessments will immediately escalate ticket to Zonal support staff for initial assessment 2. If issue can be resolved immediately, then Zonal staff resolves ticket 3. If ticket cannot be resolved after 1 hour then escalate to User Consultant/Programmer /Analyst 4. If ticket cannot be resolved after 6 hours then escalate to Manager, User Services for focus group response 5. Director, IT Services to be informed immediately 6. Communications plan invoked 	<p>Services down to a:</p> <ol style="list-style-type: none"> 1. Building 2. Segment 3. Faculty 4. Virus outbreak 5. Critical service function error 6. AV/PC fault in Lecture Theatre – Class in progress

<p>Severity 3 (Med)</p>	<ul style="list-style-type: none"> • 2 hours • Incident ticket creation • Communication Plan: <ul style="list-style-type: none"> ○ Ticket creation notice to user ○ Follow up email or phone conversation by support technician ○ Notes added on ticket communication ○ Progress notes on changes or delays ○ Resolution communication to user 	<ul style="list-style-type: none"> • 2 days • Permanent or Workaround Solution 	<p>Helpdesk → Level 1 Level 2 Level 3 → <u>MUS</u>, MSN, MAC, MEA → Director IT Services</p> <ol style="list-style-type: none"> 1. On creation of ticket, helpdesk after assessments will try and resolve ticket within 5 minutes. 2. After 5 minutes, helpdesk with initial assessments will escalate ticket to Zonal support staff for further support 3. Zonal staff will attempt to resolve ticket 4. If ticket cannot be resolved after 1 working day then escalate to User Consultant/Programmer /Analyst 5. If ticket cannot be resolved after 1.5 days then escalate to Manager, User Services for ticket review and an appropriate support response 6. If ticket cannot be resolved after 2 working days then escalate to Director, IT Services 7. Communications plan invoked 	<ul style="list-style-type: none"> • User login issues • Password issues • Critical service down for one user (Banner, Email,..)
<p>Severity 4 (Normal)</p>	<ul style="list-style-type: none"> • 6 hours from ticket creation – Client contact via email, phone or support visit • Incident ticket creation • Communication Plan: 	<ul style="list-style-type: none"> • 4 days • Permanent or Workaround Solution • Temporary PC 	<p>Helpdesk → Level 1 Level 2 Level 3 → <u>MUS</u>, MSN, MAC, MEA → Director IT Services</p> <ol style="list-style-type: none"> 1. On creation of ticket, helpdesk after assessments will try and resolve ticket within 5 minutes. 2. After 5 minutes, helpdesk with initial assessments will escalate ticket to Zonal support staff for further support 3. If issue can be resolved, then Zonal staff resolves ticket 4. If ticket cannot be resolved after 1 working day then escalate to User Consultant/Programmer /Analyst 5. If ticket cannot be resolved after 2 working days then escalate to Manager, User Services for ticket review and an appropriate support response 6. If ticket cannot be resolved after 4 working days then escalate to Director, IT Services 7. Communications plan invoked 	<ul style="list-style-type: none"> • Wireless configuration for a user • USP PC/Laptop hardware fault • Standard application issues • Information requests • Telephone re-configuration • MS Office support • PC Re-installation

<p>Severity 5 (Low)</p>	<ul style="list-style-type: none"> • 1 day • Communication Plan 	<ul style="list-style-type: none"> • 7 days • Permanent or Workaround Solution 	<p>Helpdesk → Level 1 Level 2 Level 3 → <u>MUS</u>, MSN, MAC, MEA → Director IT Services</p> <ol style="list-style-type: none"> 1. On creation of ticket, helpdesk after assessments will try and resolve ticket within 5 minutes. 2. After 5 minutes, helpdesk with initial assessments till escalate ticket to Zonal support staff for further support 3. If issue can be resolved, then Zonal staff resolves ticket 4. If ticket cannot be resolved after 3 working days then escalate to User Consultant/Programmer /Analyst 5. If ticket cannot be resolved after 4 working days accumulative then escalate to Manager, User Services for ticket review and an appropriate support response 6. If ticket cannot be resolved after 6 working days then escalate to Director, IT Services 7. Communications plan invoked 	<ul style="list-style-type: none"> • AV Bookings • Non-Standard software installation • New Installations PC's/Telephony • Training requests
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