IM Incident/USR Escalation Procedure

Purpose

The purpose of this document is to guide the Service Desk (SD) and support teams on how to handle a request to escalate a ticket. Escalation engages the support team and the appropriate level of management to address business needs.

Scope

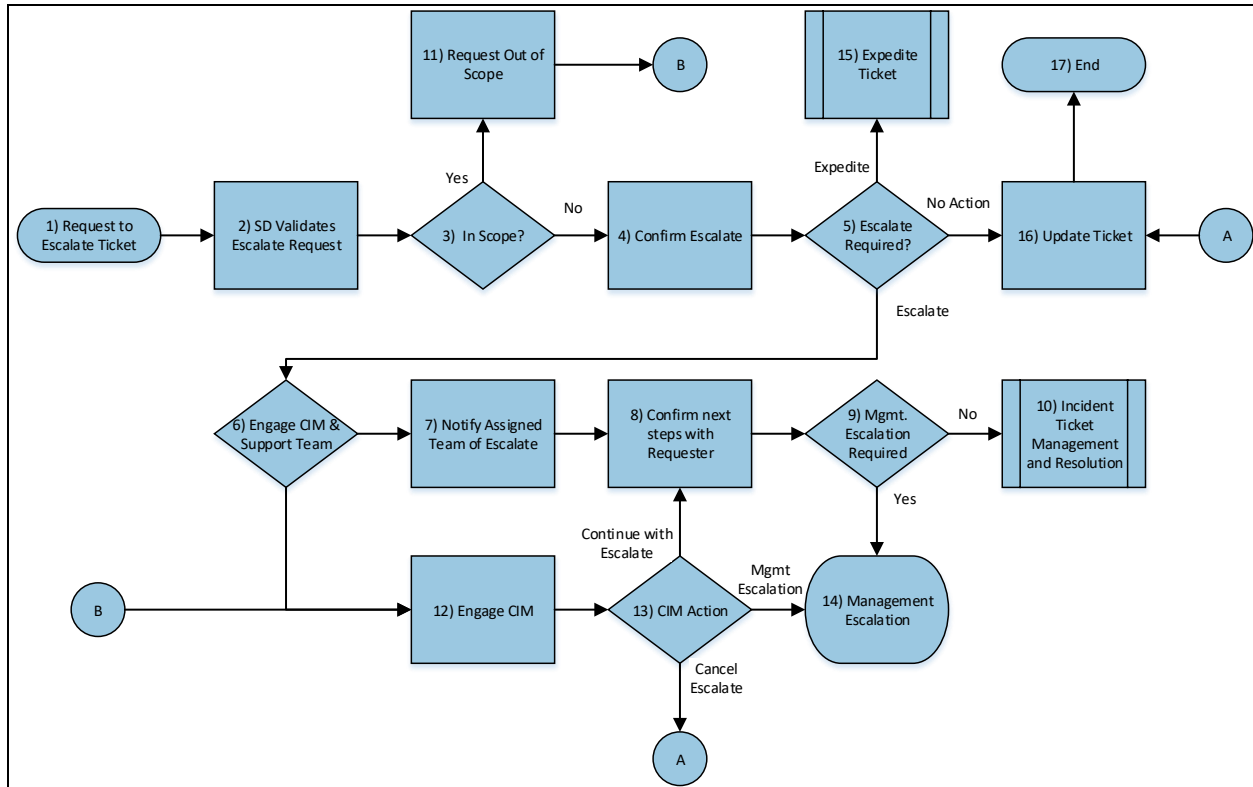All ITSM Incident and User Service Request (CRQ) Tickets

Out-of-Scope

Does not apply to the Change Management process or Problem Management process tickets

Exceptions

The Manager, Corporate Incident and Problem Management must approve exceptions to this procedure

Flow Chart

Flowchart elements:
- 1) Request to Escalate Ticket → 2) SD Validates Escalate Request → 3) In Scope?
- 3) In Scope? — Yes → 11) Request Out of Scope → B
- 3) In Scope? — No → 4) Confirm Escalate → 5) Escalate Required?
- 5) Escalate Required? — Expedite → 15) Expedite Ticket → 16) Update Ticket
- 5) Escalate Required? — No Action → 16) Update Ticket
- 5) Escalate Required? — Escalate → 6) Engage CIM & Support Team
- 16) Update Ticket → 17) End; A → 16) Update Ticket
- 6) Engage CIM & Support Team → 7) Notify Assigned Team of Escalate → 8) Confirm next steps with Requester → 9) Mgmt. Escalation Required
- 9) Mgmt. Escalation Required — No → 10) Incident Ticket Management and Resolution
- 9) Mgmt. Escalation Required — Yes → 14) Management Escalation
- B → 12) Engage CIM → 13) CIM Action
- 13) CIM Action — Continue with Escalate → 8) Confirm next steps with Requester
- 13) CIM Action — Mgmt Escalation → 14) Management Escalation
- 13) CIM Action — Cancel Escalate → A

Operating Principles

- CIM may exercise discretion to raise or lower the priority of a ticket

- CIM is responsible for making work log entries each time they validate, coordinate, communicate, escalate, perform work, or a decision is made

- Support teams are responsible for making work log entries each time they perform work
  - An attachment, to a work info note, is not a valid substitute for detailing the work or actions performed; work info notes shall state when to refer to attachments for helpful or descriptive images embedded in documents

- Users can request a single user incident be prioritized as critical or high

- At any point in the procedure, the ITSM assigned support team may consult the Corporate Incident Management (CIM) team for assistance

- If an existing and applicable Knowledge Base article outlines the escalation path for a specific issue; it supersedes the information in this procedure.

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- CIM may inform the Business Relationship Manager (BRM) of an escalation request

- Refer to *Glossary and Acronym Standards* document for terms used throughout the CIM and Problem documentation

Activities

Activity	Description (Examples)
1) Request to Escalate Ticket	• Service Desk receives a request to escalate a ticket o A request may come from the end user or a related stakeholder
2) SD Validates Escalate Request	Service Desk reviews the ticket associated with the escalation request. The purpose of the investigation is to: 1. Determine if they can take action to escalate the ticket 2. Prepare to confirm with the requester if an escalation is required in for step *4) Confirm Escalate* 3. Engage CIM for breaches of a service level or commitment Ticket information to review: • Work info logs for the presence of an expedite request • Current status based on the status field, work info logs and tasks • Priority; a product of the impact and urgency values • The currently assigned group • Target date; if a value was specified • The status of each task, if present • Knowledge Base articles relevant to the ticket • End to end service levels to check for an exceeded resolution target Refer to Knowledge Base (KB) article *"Ticket Escalation Request"* (131003123703580)

Security Classification: Public

Activity	Description (Examples)
3) In Scope?	The Service Desk can proceed with an escalate request when: • A ticket exists in ITSM that the Service Desk can access • The support team working on the ticket has a queue in ITSM • The Service Desk has contact information for the support team Or • A knowledge base article exists identifying how to escalate the ticket Is this ticket within the Service Desk's ability to escalate? • **No**: Proceed to *11) Request out of Scope* • **Yes**: Proceed to *4) Confirm Escalate*

4) Confirm Escalate	• Service Desk informs the requester of current status and the target date
	
	• If the end to end service levels have not exceeded the resolution target, suggest expediting. Identifies the difference between expediting and escalating
	
	   o Expedite: The support team will work with the requester to accommodate the request if possible
	
	   o Escalation: Engages the support team management, Corporate Incident Management and Business Relationship Management to ensure the business need is met
	
	• Confirms if the ticket should be expedited or escalated

5) Escalate Required?	Does the requester require the ticket to be escalated? • Expedite: Proceed to *15) Expedite Ticket* • No Action: Proceed to *16) Update Ticket* • Escalate: Proceed to *6) Engage CIM & Support Team*

Activity	Description (Examples)
6) Engage CIM and Support Team?	Service Desk engages the assigned support team and engages CIM simultaneously • Proceed to step *7) Notify Assigned Team of Escalate* and • Proceed to step *12) Engage CIM*

7) Notify Assigned Support Team of Escalate	• The Service Desk emails the ITSM assigned support team of the escalate request
	
	   o If the ticket is waiting on a task, email the assigned support team of the task as well
	
	   o Use template in the KB article "Ticket Escalation Request" (131003123703580)
	
	• Service Desk shall update the ITSM ticket with details of the escalate request, including who the escalate was sent to

8) Confirm next steps with Requester	• The assigned support team shall:
	
	   o Review escalate request
	
	   o Review related tasks
	
	   o Determines if the escalate request can be completed as requested
	
	      ▪ Identify potential next steps and timelines
	
	   o Contacts requester to discuss options
	
	   o Confirms a target resolution
	
	   o If the assigned team is unable to accommodate the escalation, they tell the requester that the request will be escalated to the support team's manager
	
	• Update ticket with the results of the discussion with the requester

9) Mgmt. Escalation Required	Is the assigned team escalating to management? • No: Proceed to *10) Incident Ticket Management and Resolution* • Yes: Proceed to *14) Management Escalation*

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Activity	Description (Examples)
10) Incident Ticket Management and Resolution	• Support team proceeds with the *Incident Ticket Management & Resolution Procedure*
11) Request out of Scope	• Inform requester the ticket will be raised to CIM • Provide the requester with information from the ticket and information from the associated KB articles • Proceed to *Step 12) Engage CIM*

12) Engage CIM	• SD engages CIM notifying them of the escalate request and provides information gathered in *2) SD Validates Escalate Request*
	
	• CIM notifies the assigned support team that they are engaged
	
	• CIM determines their next action. Activities involved in determining their next action may include:
	
	   o Consulting with the assigned team
	
	   o Reviewing CIM internal documentation
	
	   o Contacting the requester

Activity	Description (Examples)

13) CIM Action	Based on *12) Engage CIM*. CIM will select one of the following actions:
	
	• Continue with escalation
	   o Contact the assigned support team and update them with information CIM has discovered
	   o Proceed to *8) Confirm next steps with Requester*
	• Cancel escalation
	   o Confirm with the requester that the escalation is no longer required
	   o Notify the assigned support team that the escalation is no longer required
	   o Proceed to *15) Update Ticket*
	• Escalate to management
	   o Notify the assigned support team and requester that the ticket is being escalated to management
	   o Proceed to *14) Management Escalation*

14) Management Escalation	• Engage support team management, CIM and the service owner to determine next steps • Proceed as directed by management
15) Expedite Ticket	• Service Desk proceeds with the *Expedite Ticket Procedure*
16) Update Ticket	• Update ticket indicating escalation is not required
17) End	• End

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Associated Documents

IMT Standards... http://imtdocs.alberta.ca/operations/585.aspx

Alberta Government Knowledge Base .... https://www.goakb.gov.ab.ca/portal/sa/

Document Review Schedule

The *Document Owner* is accountable for managing revisions of this document.

Annual

The document shall be reviewed for completeness and accuracy annually. Each review should be completed on or before the last day of the month shown in the document properties below.

Ad-hoc

Ad-Hoc requests sent to SA Duty CIM <sa.dutycim@gov.ab.ca> shall be reviewed.

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