

# Service Desk Escalation Criteria for High-Impact Incidents

Date: [Insert Date]

To: [Recipient Name/Department]

From: [Your Name/Service Desk Team]

Subject: Escalation Criteria for High-Impact Incidents

## Introduction

This document outlines the escalation criteria for high-impact incidents within our service desk operations. It aims to ensure a swift response and resolution to incidents that significantly affect business operations.

## Definition of High-Impact Incidents

A high-impact incident is classified as any event that:

- Results in a significant disruption to service
- Affects a large number of users
- Results in financial loss or operational impairment
- Requires immediate attention and resolution

## Escalation Criteria

Incidents must be escalated if they meet the following criteria:

1. Unresolved after [insert time frame] without progress.
2. Involves multiple affected services or departments.
3. Reported by a senior management member.
4. Identified as a recurring issue beyond initial troubleshooting efforts.

## Escalation Process

Upon meeting escalation criteria, the following steps should be taken:

1. Notify the service desk manager immediately.
2. Document the incident details and the reason for escalation.
3. Engage relevant stakeholders and technical resources.

4. Monitor the incident until resolution and maintain communication.

## **Conclusion**

Adherence to these escalation criteria is crucial for maintaining service quality and minimizing impact on our business operations. For any questions regarding this process, please contact the service desk manager.

Best Regards,  
[Your Name]  
[Your Position]  
[Your Contact Information]