[Company name]

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IT Issue Escalation SOP

Purpose: Getting IT problems fixed in priority order: how to log them, what counts as urgent, and when to escalate instead of waiting.

Who this is for: Anyone reporting or fixing office IT issues.

Logging an issue

Log every issue in **[Ticket system]** before trying fixes, so nothing is lost if the fixer is interrupted.

Log field	Write here
Reported by	
Device / system	
Problem	
Error message (word for word)	
Time first noticed	

Priority levels

Priority	Meaning	Response target
P1 - Critical	Whole office or system down	**[P1 response target]**
P2 - High	A team blocked from working	**[P2 response target]**
P3 - Normal	One user affected, workaround exists	**[P3 response target]**
P4 - Low	Request or minor annoyance	**[P4 response target]**

Set each response target with your IT provider, e.g. P1 within 1 hour, P2 within 4 working hours, P3 within 1 working day, P4 within 3 working days.

First-response steps

1. Reproduce the problem and note the exact error message.
2. Try the documented quick fixes first: restart the application, check cables and Wi-Fi, and confirm the user is signed in correctly.
3. Check the known-issues list before escalating.

4. Update the ticket in **[Ticket system]** with everything tried, so the next person does not repeat your steps.

Escalation triggers

Trigger	Escalate to
P1, or suspected security incident (phishing link clicked, ransomware message, lost device with company data)	**[Senior technician / provider]** immediately; inform affected users of the new expected time
P2 unresolved within its target time	**[Senior technician / provider]**
P1 unresolved within one hour	**[IT manager name]** and **[Senior technician / provider]**
Same fault reported a third time	**[Senior technician / provider]**

Closure and confirmation

Closure field	Entry
Fixed by	
Confirmed by (reporting user)	
Root cause	
Follow-up ticket for permanent fix	

Completion checklist

✓	IT check
	Every issue reported today is logged with device, error message, and time.
	P1 and security incidents were escalated immediately, not queued.
	No ticket was closed without the reporting user’s confirmation.

Checked by: **[Name]** - Date: **[DD Month YYYY]**

Document	IT Issue Escalation SOP
Version	1.0
Owner	**[Name and role]**

[Company name]

Review date	**[DD Month YYYY]**