**Ashford Business Services Ltd**

# 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.

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## 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 | **James Patel** 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: **Sarah Mitchell** - Date: **9 November 2026**

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|---|---|
| **Document** | IT Issue Escalation SOP |
| **Version** | 1.0 |
| **Owner** | **Helen Morris, Office Manager** |
| **Review date** | **9 November 2026** |