**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12107&utm_source=template-word&utm_medium=content&utm_campaign=Advanced+Project+Issue+Escalation+Matrix-word-12107&lpa=Advanced+Project+Issue+Escalation+Matrix+word+12107)Advanced Project Issue   
Escalation Matrix Template**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Unique Issue ID** | **Person Responsible** | **Role** | **Escalation Triggers** | **Severity Level** | **Category** | **Description** | **Resolution Goal** | **Hours of Operation** | **Status** | **Escalation Level** | | |
| Assign a unique identifier to each issue for easy tracking and reference. | Name the individual currently handling the issue. | Specify the job title or role of the person responsible. | Define specific conditions under which the issue is escalated. | Rate the severity of the issue (e.g., Low, Medium, High). | Classify the issue by urgency (e.g., Routine, Urgent, Emergency). | Provide a detailed description of the issue. | Outline what a successful resolution looks like for the issue. | Note the working hours during which the issue can be addressed. | Update the current status of the issue (e.g., Open, In Progress, Resolved). | **1st Escalation:** Initial escalation step, usually involving direct supervisors or project leads. | **2nd Escalation:** Further escalation typically to a project manager or department head. | **3rd Escalation:** High-level escalation, often involving senior management or executives. |
| PC-001 | Lori Garcia | Project Coordinator | Issue remains unresolved for 24 hours beyond the initial deadline | High | Emergency | A critical server failure is impacting client data transactions. | Restore server functionality and secure client data within three hours. | 24/7 | **In progress** | Escalate to IT Supervisor if not resolved within one hour. | Escalate to Project Manager for intervention if downtime exceeds two hours. | Notify and involve CTO if the issue persists beyond three hours. |
|  |  |  |  | Medium |  |  |  |  | **Open** |  |  |  |
|  |  |  |  | Low |  |  |  |  | **Resolved** |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

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