**IT Service Desk / ITIL Escalation Matrix Template**



Issue 1

As the initial point of contact for all IT issues, the service desk handles general inquiries and basic troubleshooting.

Tier 2 deals with more complex issues that require specialized knowledge or additional technical skills.

Tier 3 addresses high-level technical challenges involving system infrastructure or deep software problems.

**IT Service Desk (Tier 1)**

Tier X represents specialized external support or vendor-specific assistance for highly specialized issues.

**Tier 2 Support**

**Tier 3 Support**

**Tier X Support**

Issue 2

Issue 3

Issue 4

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