**[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=Incident+Management+Escalation+Matrix-word-12107&lpa=Incident+Management+Escalation+Matrix+word+12107)Incident Management Escalation   
Matrix Template**

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| **Category** | **Description** | **Resolution** | **Expected  Response Time** | **Expected  Resolution Time** |
| **Feature Request** Requests for new features or enhancements to existing services | Describe in detail the desired feature or improvement. | Outline steps to evaluate and potentially integrate the requested feature. | Provide initial feedback within one week. | Resolution time varies based on complexity and should be estimated during initial review. |
| **Low** Minor incidents with minimal impact on operations | Provide a brief outline of the minor issue and its limited scope of impact. | Offer simple corrective actions or workarounds to resolve the issue. | Acknowledge within four hours. | Resolve within one business day. |
| **Normal** Standard incidents that affect a few users but don't disrupt core activities | Provide an overview of the incident, highlighting affected areas and user groups. | Define procedures to address and rectify the incident in a timely manner. | Respond within two hours. | Resolve within four hours. |
| **High** Serious incidents affecting many users or critical functionalities | Write a detailed account of the incident, its severity, and potential risks if unaddressed. | Take strategic actions to mitigate the incident and restore normal operations. | Respond immediately, within one hour. | Resolve within one hour or as soon as possible. |
| **Urgent** Critical incidents requiring immediate action to prevent or recover from major disruptions | Provide comprehensive details of the emergency, including affected systems and potential disruptions. | Make immediate and decisive interventions to resolve the incident and minimize impact. | Respond instantly, within 15 minutes. | Resolve immediately, ideally within 30 minutes. |

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