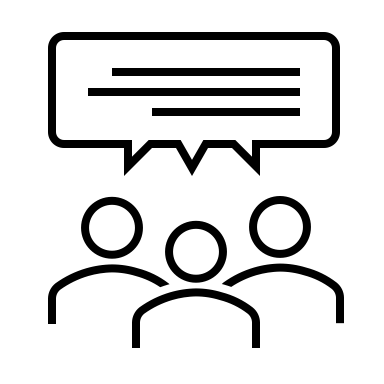
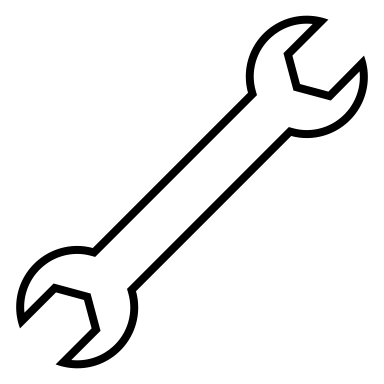
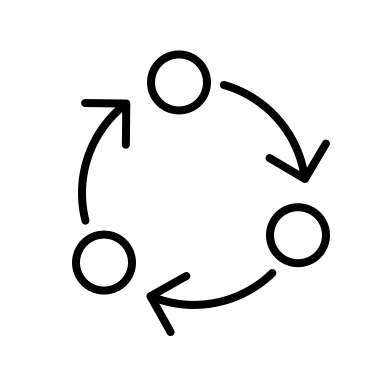
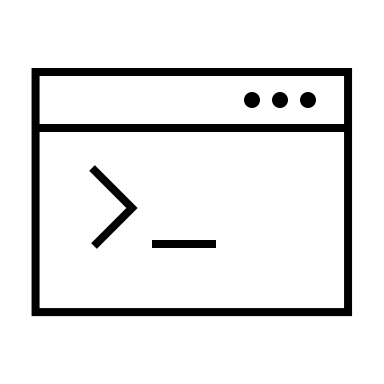
**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12107&utm_source=template-word&utm_medium=content&utm_campaign=Blank+IT+Service+Desk/ITIL+Escalation+Matrix-word-12107&lpa=Blank+IT+Service+Desk/ITIL+Escalation+Matrix+word+12107)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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