Escalation Strategy

A small schecklist for formulating the escalation process.

- [ ] Create a confluence page with the detail of the issue.
- [ ] Fill in the project escalation plan sheet
- [ ] Add the person who reported the issue to the confluence page.
- [ ] Place any attachments which could make the issue easily understood on confluence.
- [ ] Send a message in the escalation group (core team) and attach the confluence page link.
- [ ] Ask everyone to respond after going through the issue.
- [ ] If the issue will effect the users, inform the stakeholders and do the needful.
- [ ] If the issue is not material in the given tat. Inform the stakeholders.
- [ ] Ask for response from stakeholders.
- [ ] After the issue is resolved, if a email/notice was sent out -a subsequent notification must be sent with a reasonable explanation of what went wrong.
- [ ] Document the steps taken to solve it this time, on confluence page.
- [ ] Document the steps taken to ensure this type of issue never reoccurs.
- [ ] Refer to the confluence space for any past occurance & report.

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