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.