



Support Escalation Matrix (COBIT/ITIL/PRICE2 Implementation)

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Version	1.4
Prepared On	27/02/2015
Document Ref	GIT/SEM0215

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Document Management

Document History

Version	Date	Changes made by	Description	Document Status
0.1	01/01/2015	External Consultant	Draft version	Draft
1.3	15/01/2015	Sajid Sagarwala	Initial version of document	Approved
1.4	27/02/2015	Sajid Sagarwala	Modified version of document	Approved

List of Approvers

Approver
Syam Pillai

Document Purpose

The purpose of this document is to provide the summary of the Support Desk Escalation plan and priorities followed by BiLOGiC Systems Inc. to serve its clients. The process owner and/or his/her deputy will maintain the document.

Support Escalation Matrix

The Escalation Matrix for customer support is formulated to have a defined time frame for the recovery of IT system and services, with regards to agreed quality. BSI is committed to provide continuous, reliable, timely and high quality technical support to its clients.

Support Desk Availability	Priority Code	Priority Label	Workload Description/Summary	Level 1 Customer Support Desk		Support Escalation	
				Support	Time	Owner	Time
24X7 at +971 4 391 1151 or support@bilogicsys.com	1	Critical / Urgent	Significant disruption to the business if the workload is unavailable for any period	CSD	30 Minute	SA/SD	1 Hour
	2	Medium	Minor disruption to the business if the workload is unavailable for a short period	CSD	3 Hour	SD/D	6 Hour
	3	Low	Minor disruption to the business if the workload is unavailable for an extended period	CSD	6 Hour	SD/D	12 Hour
	4	Routine	No disruption to the business if the workload is unavailable for an extended period	CSD	12 Hour	D	72 Hour

(Where: CSD = Customer Support Desk, SA = Senior Analyst, SD = Senior Developer & D = Developer)

The priority of the support is decided or adjusted on the basis of the impact of the particular service on the business, which is built around the following concepts:

- ⇒ German model (i.e. business oriented prioritization model)
- ⇒ Impact & Urgency Analysis
- ⇒ Priority based resolution time

The diagram illustrates the Business Oriented Priority Model. It starts with 'Priority' at the top left, which branches into 'Impact' and 'Urgency'. 'Impact' further branches into 'Service Availability' and 'Business impact'. 'Service Availability' includes 'Outage', 'Service Degradation', and 'Risk'. 'Business impact' includes 'Financial', 'Public image', and 'customer'. 'Urgency' branches into 'high', 'medium', and 'low'. 'Financial', 'Public image', and 'customer' each have sub-categories of 'high', 'medium', and 'low'.

Priority	Time to resolve (TTR)
1	3 hours
2	6 hours
3	12 hours
4	72 hours

Priority Based Resolution Time

	Outage		
Business impact/ urgency	High	Medium	Low
High	1	2	3
Medium	2	2	3
Low	3	3	4

Impact Vs. Urgency Analysis

For further details on the process, refer to the BSI Incident Management Handbook.