

Iqra University, Main Campus
IT Service Management Team

Document: IT Support Escalation Matrix

Version: 1.0

Date: 3rd June 2024

Support Levels:

Incident Resolution:

- Team : Helpdesk Technicians (Morning & Evening Shifts)
- Contact:
 - Phone : 9851,
 - Email : helpdesk@iqra.edu.pk
 - Portal : <https://iqrahd.on.spiceworks.com/Portal>
- Responsibilities:
 - First point of contact for all support requests.
 - Basic troubleshooting and issue resolution.
- Escalation Criteria:
 - Unable to resolve the incident within 1 hour.
 - Issue requires advanced troubleshooting or specialist knowledge.

Problem Diagnosis & Resolution:

- Team: IT Support Specialists (Morning & Evening Shifts)
- Contact:
 - Phone : 9852
 - Email (Morning): mfarrukh@iqra.edu.pk, saud@iqra.edu.pk
 - Email (Evening) : shahidali@iqra.edu.pk, aaleemkhan@iqra.edu.pk
- Responsibilities:
 - Handle escalated incidents from Level 1.
 - Perform in-depth troubleshooting and problem analysis.
- Escalation Criteria:
 - Resolution not achieved within 2 hours.
 - Issue requires coordination with other departments or vendors.

Event Management:

- Team: IT Event Monitoring Team (Morning & Evening Shifts)
- Contact:
 - Email (Morning): mmirza@iqra.edu.pk (Mr. Saad Mirza)
 - Email (Morning): irfan@iqra.edu.pk (Mr. Muhammad Irfan)
 - Email (Evening) : zaheer.abbas@iqra.edu.pk (Mr. Zaheer Abbas)
- Responsibilities:
 - Monitor IT infrastructure for potential events.
 - Investigate and diagnose potential incidents arising from events.
 - Coordinate with relevant support teams for incident resolution.
- Escalation Criteria:
 - Event likely to cause a major service disruption.
 - Requires action from the IT Service Management Team.

Major Incident Management:

- Team: IT Service Management Team
- Contact: Rizwan Anwar,
 - Phone : 9803,
 - Email : rizwan@iqra.edu.pk
- Responsibilities:
 - Manage complex or critical incidents escalated from Level 2 or Event Management.
 - Coordinate with external vendors or higher management.
- Escalation Criteria:
 - Issue requires approval for significant resource allocation or major changes.
 - Resolution not achieved within 3 hours.

Executive Decision & Resolution:

- Team: Director Digital Transformation
- Contact: Moneeb Khan,
 - Phone : 9801,
 - Email : hoditss@iqra.edu.pk
- Responsibilities:
 - Final escalation point for unresolved critical incidents.
 - Make strategic decisions for major service disruptions.
- Escalation Criteria:
 - Issue severely impacts university operations or requires strategic decisions.
 - Unsuccessful resolution at lower levels.