

IT Team Communication Escalation Document

Document Information

Document Owner

Last Updated

Purpose

Scope

Escalation Contact List

Role/Name	Primary Contact	Secondary Contact	Email	Phone

Escalation Levels & Steps

Level	Description	Contact Person/Group	Method	Expected Response Time

Escalation Triggers

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Communication Channels

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Record of Notifications & Actions

Date/Time	Incident	Escalation Level	Action Taken	Notified Party

Notes