

Service Escalation Procedure for Agencies

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Definitions

- **Production Issue:** A production issue occurs when critical IT services are non-functional and impede the delivery of essential business services.
- **Non-Production Issue:** Issues affecting test and development application servers or services that are not considered part of production.

Standard Escalations – Open Issues (Incidents/Standard Trouble Tickets)

For non-emergency service escalations:

1. Contact IOT Customer Service by calling 317-234-4357 or 1-800-382-1095.
2. Provide the ticket number and request a **“Service Escalation.”**
3. Customer Service will send an escalation email to the manager and the team currently assigned to the ticket, requesting that they follow up with the customer directly.

Emergency Escalation – Production Issues

Steps to follow for emergency escalations involving production-impacting issues:

1. End users should first contact their **agency IT Application Support** team.
2. If the agency IT support determines there is a service outage, they should contact **IOT Customer Service** by calling 317-234-4357 or 1-800-382-1095.
3. They will need to provide the following information:
 - The name of the application(s) that are current down or degraded
 - The server(s) name(s) hosting the application(s)
 - A dedicated point of contact with email and phone number, plus any distribution lists that need to be included on statuses and updates
 - A description of the perceived scope and impact.
 1. Examples:
 1. Is it a public-facing application?
 2. Number of users/constituents impacted
 3. Business/Agency Impact
 - Ask the agent who is taking the call to escalate this incident as a production outage.
4. The IOT Customer Service will:
 - **Create a ticket** for the issue and provide the ticket number to the caller.
 - **Contact the appropriate On-Call personnel.**

- Upon successfully reaching the appropriate On-Call resource, customers should expect them to contact you and confirm ownership of the issue.

Note: *The On-Call response time is currently 30 minutes or less.*

- If IOT has not contacted you within 30 minutes, contact IOT Customer Service again and reference the ticket number and the lack of response.
 - Request that your issue be escalated to an Incident Manager for the team that has been contacted.
 - Please allow an additional 15 minutes for response.
5. If, after following these steps you have not received a response or feel this matter needs more attention, please contact IOT Customer Service one additional time and request that it be escalated to Senior Leadership.