User Escalation Path

The chart below outlines the escalation guidelines used to manage and control ticket resolution.

ESCALATION TIMEFRAMES FOR EMERGENCY AND OTHER TICKETS					
	SAO Agency Partner (IT)[2]	**SAO Customer Service Center Manager**	**SAO Director of PeopleSoft Support & Development**	**SAO CIO and Director of Client Service**	**State Accounting Officer**
	See Link: http://fs3.formsite.com/saoforms/form87/index.html?1296504144717	**David Fields 404-463-6909 dfields@sao.ga.gov**	**Position Posted Until Position is Filled Contact David Fields**	**Jill Cleaveland 404-651-7458 jcleaveland@sao.ga.gov**	**Greg Griffin 404-656-2133 ggriffin@sao.ga.gov**
Emergency[1]	**2** Business **Hours** after the original contact with SAO	**1** Business **Days** after Ticket is reported	**2** Business **Days** after Ticket is reported	**4** Business **Days** after Ticket is reported	**5** Business **Days** after Ticket is reported
Other[1]	**2** Business **Hours** after the original contact with SAO	**3** Business **Days** after Ticket is reported	**6** Business **Days** after Ticket is reported	**12** Business **Days** after Ticket is reported	**15** Business **Days** after Ticket is reported

Note[1]: Severity Levels are described at section 6.1.3 of this SLO.

Note[2]: Once contacted, the SAO Agency Partner (IT) will provide ongoing and timely communication regarding the resolution of an escalation. However, if further escalation is deemed necessary, clients should follow the escalation path above to avoid duplication of SAO's effort and the potential of further delays.