

# Escalation Process Service Management Centre (SMC)



Our Service Management Centre (SMC) is based in Jersey C.I., and offers 24/7 live agent technical assistance and service for our Enterprise customers globally.

We strive to achieve a resolution for our customers within their contracted SLAs every time. However, we understand that there may be times when our customers wish to escalate an incident, and as such the SMC has a 4-level escalation process.

Outlined below are the steps you should take to escalate an incident and the processes we follow internally to address your concerns.

## How to escalate with Service Management Centre

1. To initiate an escalation, please call SMC using the number below. **All escalations must be raised via a phone call.**
2. We will verbally acknowledge your escalation and register details on our systems. The SMC will confirm a call back at a time convenient to you and contact the next level in the escalation process.
3. When we call back, we will provide an update on the issue and agree a communication plan for the duration of the escalation.
4. Please ensure that you contact the SMC to initiate a move from one escalation level to the next as all escalations will be treated as per process.

1

2

3

4

**All escalations level 1 – 4 must be via the JT Service Management Centre (SMC)**

SMC	SMC Manager or Duty Manager	CI Service Operations Manager	Head of CI Operations
		Lloyd Foley	Sara McCarthy

**Call +44 (0)1534 882345 or +44 (0)207 9202000**

## How to escalate above level 1

We aim to resolve your escalation to your satisfaction at Level 1. However, if you wish to escalate beyond this point, please call SMC using the numbers provided. A customer escalation will always be logged and actioned. Appropriate reasons for wishing to consider a continuation in escalation can be seen below. Please ensure that you call SMC to initiate a move from one escalation level to the next.

- You have a crisis situation
  - A service outage that exceeds the Service Level Agreement
  - You are unable to carry out daily business due to a fault
  - Failure of escalation and/or communication plan
- Increase of impact and /or criticality of the service disruption
- You experience a protracted repair or multiple repeat fault scenarios

## Escalation Management: Roles & Responsibilities

### Level 1 – Escalation Recipient (SMC 1st line)

**The person accepting the escalation from our customers**

### Level 2 – Escalation Owner (SMC Manager or Duty Manager)

**The owner throughout the life-cycle of the escalation, the central point of interface with our customers**

The owner throughout the life-cycle of the escalation and acts as the constant point of interface with our customers. Co-ordinates and drives progression of the escalation until resolution (against the agreed communication plan). Activates a higher level of escalation (as appropriate) and provides Reason for Outage (RFO) to our customers.

### Level 3 – Escalation Executive (Head of Service Management)

**The Escalation Executive role is to oversee any escalation providing control and governance**

The Escalation Executive provides control and governance and will monitor progression of the escalation against the communications plan. The Escalation Executive will proactively engage higher level executives if the escalation is not progressing according to the resolution plan.

### Level 4 – Escalation Executive (Head of Enterprise Operations)

**The Escalation Executive role is to oversee any escalation providing control and governance**

At levels 3-4, the Escalation Executive role is to provide a peer-to-peer (Customer/JT) interface, providing senior authority for decisions and accountable for ensuring that the escalation owner is executing the appropriate resolution processes.