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## **Incident Escalation** [1]

Establish service desk procedures, so incidents that cannot be resolved immediately are appropriately escalated according to limits defined in the SLA and, if appropriate, workarounds are provided. Ensure that incident ownership and life cycle monitoring remain with the service desk for user-based incidents, regardless which IT group is working on resolution activities.

**There are no PSGs published for this topic; however, the topic is under review for future PSGs**

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