

# Network Incident Escalation Workflow Sample

## Purpose

This workflow outlines the steps to properly manage and escalate network incidents from initial detection to resolution.

1

### Detection & Reporting

- Incident detected by monitoring tools or end-users.
- Incident logged in the ticketing system.
- Assign initial priority based on business impact.

2

### Initial Assessment

- Network team reviews incident details.
- Classify the incident (Severity, Type, Scope).
- Determine if immediate action is required.

3

### Troubleshooting & Resolution Attempt

- Perform basic troubleshooting steps.
- Document findings and actions taken.
- If resolved, update the ticket and close the incident.

4

### Escalation

- If not resolved, escalate to next support level or specialist.
- Notify relevant stakeholders.
- Update incident priority if needed.

5

### Advanced Investigation & Resolution

- Advanced team investigates the incident.
- Collaborate with third parties if required.
- Implement resolution or mitigation.

6

### Closure & Post-Incident Review

- Confirm resolution and verify service restoration.
- Close the ticket with full documentation.
- Conduct post-incident analysis and update workflow/procedures if necessary.