

SOP: Fault Reporting and Escalation Process

This SOP defines the **fault reporting and escalation process** to ensure timely identification, documentation, and resolution of system faults or issues. It outlines clear steps for reporting faults, categorizing severity levels, and escalating unresolved problems to higher management or specialized teams. The goal is to minimize downtime, enhance communication, and maintain operational efficiency through a structured fault management approach.

1. Purpose

To establish a standard process for the prompt reporting, tracking, categorization, and escalation of faults within the organization to minimize disruptions and ensure effective resolution.

2. Scope

This SOP applies to all employees, technical staff, and management involved in monitoring, maintaining, and supporting organizational systems, applications, or infrastructure.

3. Definitions

- **Fault:** Any unplanned event that disrupts normal system operation.
- **Escalation:** The process of raising an unresolved or high-impact fault to higher management or specialized teams for prompt action.
- **Severity Levels:** Classification of faults based on impact and urgency.

4. Responsibilities

- **All Employees:** Promptly report any identified faults following the described procedure.
- **Support/IT Team:** Log and categorize faults, initiate resolution, and escalate as per escalation matrix.
- **Management:** Oversee fault resolution and provide additional resources or direction as required.

5. Fault Severity Levels

Severity Level	Criteria	Response Time
Critical (P1)	Total system outage or major component failure; significant business impact.	Immediate (within 15 minutes)
High (P2)	Major functionality impaired; workaround not available.	Within 1 hour
Medium (P3)	Minor functionality impaired; workaround available.	Within 4 hours
Low (P4)	Non-critical; cosmetic or informative faults.	Within 1 business day

6. Fault Reporting Procedure

1. Identify and confirm the fault.
2. Collect relevant details:
 - Description of issue
 - System/application affected
 - Date and time of occurrence
 - Screenshots/log files (if applicable)
3. Report the fault via designated channels (e.g., Service Desk Portal, email, or phone hotline).
4. Support/IT team logs the fault in the tracking system and assigns a severity level.
5. Acknowledge receipt to reporter and commence resolution.

7. Escalation Procedure

1. If issue is not resolved within the stipulated response time, escalate as follows:
2. First Level: **Team Lead/Supervisor** â€™ review fault and provide guidance/assist.
3. Second Level: **Department Manager** â€™ allocate additional resources or prioritize as necessary.
4. Third Level: **Senior Management/Specialists** â€™ intervene for critical faults or prolonged issues.

8. Communication

- Keep stakeholders informed throughout the resolution process.
- Provide regular status updates for high-severity faults.
- Notify when fault has been resolved, with details of resolution.

9. Documentation and Closure

1. Update the tracking system with resolution details and closure date.
2. Conduct a root cause analysis for critical faults where applicable.
3. Review and improve process as part of continuous improvement.

10. References

- Incident Management Policy
- Service Desk Workflow
- SLA Agreement Documentation

11. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP release	[Author Name]