



## City of Middletown

Technology Services Department

245 deKoven Drive Middletown, CT 06457

TEL: (860) 638-4990 FAX: (860) 638-1928 TDD: (860) 638-4812

### **Escalating Unresolved Issues**

If you have an unresolved issue that requires escalation, please follow this escalation process. Please make sure to reference your ticket number in all correspondence.

#### Escalation Step 01: Contact the assigned Technology Services staff member.

The assigned staff member should be noted in KACE's automated emails and is shown in the KACE Web Application.

Email the staff member; if your email is unavailable, call the staff member. In either case, note the ticket number and the reason for escalation.

#### Escalation Step 02: Email IT Helpdesk Ticket Escalation

If Step 01 does not result in a timely response, email [itescalation@middletownct.gov](mailto:itescalation@middletownct.gov). Note the ticket number and the reason for escalation. If your email is unavailable, proceed to Step 03.

#### Escalation Step 03: Contact the Director of Information Systems.

If Step 02 does not result in a timely response, email the Director of Information Systems; if your email is unavailable, call the office. Note the ticket number and the reason for escalation.