

SDMS Escalation Matrix

	Severity and Status	Name	Designation	Email
L1	Urgent – Unresolved More than 4 working hours	Ajay Kumar/ Sahil Tuteja	Sr. System Engineer	<p>For TP/TC related issues: ajayk@campusmgmt.com</p> <p>For SSC/AAs related issues: sahilt@campusmgmt.com</p>
	Medium - Unresolved more than 8 working hours			
	Low – Unresolved more than 3 working days			
L2	Urgent – Unresolved More than 4 working Hours	Anju Dhariwal	Manager – SDMS Managed Support Services	<p>nsdc- sdmssupportmanager@campusmgmt.com</p>
	Medium - Unresolved more than 2 working days			
	Low – Unresolved more than 5 working days			
L3	Urgent – Unresolved More than 4 working Hours	Ashish Tiwari	Project Lead	<p>ashisht@campusmgmt.com</p>
	Medium - Unresolved more than 3 working days			
	Low – Unresolved more than 10 working days			

Definitions

Urgent – SDMS Portal is down or operations are severely impacted with no available workaround

Medium – SDMS system is operating but issue is causing significant disruption of operations; workaround is unavailable or inadequate.

Low – Issue is a minor inconvenience and does not impact operations in any significant way; issues with little or no time sensitivity