

## SDMS Escalation Matrix

	Severity and Status	Name	Designation	Email
L1	Urgent – Unresolved More than 4 working hours	Anju Dhariwal	Support Manager	<a href="mailto:anjud@campusmgmt.com">anjud@campusmgmt.com</a>
	Medium - Unresolved more than 8 working hours			
	Low – Unresolved more than 3 working days			
L2	Urgent – Unresolved More than 4 working Hours	Ashish Tiwari	Support Head	<a href="mailto:ashisht@campusmgmt.com">ashisht@campusmgmt.com</a>
	Medium - Unresolved more than 2 working days	Anuj Gupta	Project Manager	<a href="mailto:anuj.gupta@nsdcindia.org">anuj.gupta@nsdcindia.org</a>
	Low – Unresolved more than 5 working days			
L3	Urgent – Unresolved More than 4 working Hours	Sanjeevi C Ramachandran	Delivery Head – Government Vertical	<a href="mailto:SanjeeviC@campusmgmt.com">SanjeeviC@campusmgmt.com</a>
	Medium - Unresolved more than 3 working days	Lalit Sawhney	Head IT – NSDC	<a href="mailto:lalit.sawhney@nsdcindia.org">lalit.sawhney@nsdcindia.org</a>
	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.

