Escalation path

Team / service _____ Last reviewed _____ Reviewed by _____

Escalate when (cannot wait for their morning)

1. _____
2. _____
3. _____

Put in the first message

What happened · who is affected · what you tried · what you need · by when (both time zones)

Level	Who	How to reach	Their hours (my time)	Replies within	Backup
1 · First contact					
2 · If no reply					
3 · Critical					