**ITS Tiered Client Support Model**

**CLIENTS**

- **Tier 0**: Client self-support information and resources. Provides both basic and advanced self-service resources to students, faculty, and staff.

- **Tier 1**: First point of one-on-one contact for support. Initial contact point for all client support above Tier 0. Goal for ITS is to strive to resolve client calls on supported core technologies at initial client contact. Tier 1 includes both proactive and reactive methods.

- **Tier 2**: Responds to requests escalated by Tier 1 support staff. Tier 2 handles problems escalated from Tier 1, or problems that require a site visit (that is, support beyond telephone-based support). "Consulting" and "project" services begin at Tier 2.

- **Tier 3**: Responds to requests escalated by Tier 2 support staff. The main mission of Tier 3 groups is to develop products, and operate systems and infrastructure. Thus, escalation to Tier 3 involves a system or product fault or failure, a need for enhancement or upgrade to a system or product, or a need for in-depth system or infrastructure knowledge.

**Problem Escalations**

**Basic principles:**
- Provide answers or solutions as close to the client as possible.
- The best situation is to have information or solution readily available to the clients to help themselves (Tier 0).
- Everyone participates in building Tier 0, but the ITS Support Center has ultimate editorial control.
- The aim is always to **capture** support knowledge, and then **flow it upward and outward**.