

IT SUPPORT TIERS

TYPES OF IT SUPPORT BY LEVEL



LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
SELF HELP	HELP DESK / SERVICE DESK	TECHNICAL SUPPORT	EXPERT SUPPORT	OUTSIDE SUPPORT
FAQs, product documentation, blog posts, service manuals, etc.	Support for basic issues, known problems, and service requests	Incidents needing specialized technical knowledge and experience	The highest technical resources are accessed for incident resolution	Preferred vendors/partners from outside the organization provide support

Nookcolorcom Support User Guide

Arturo Cuomo

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