



## INFORMATION TECHNOLOGY

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**Date:** October 28, 2015  
**To:** Information Technology Board  
**Subject:** Differing levels of Technical Support

### **The differing support levels are designed to be based on abilities:**

#### **Level 1 (Tier I) support:**

This is the basic level of customer support. The customer representative is a generalist with a broader understanding of the product, but might not understand the inner workings of the system. He/She in this case would identify the customer; understand the problem and basic tips on solving the problem.

#### **Level 2 (Tier II) support:**

Tier-II level support involves technical knowledge and is staffed by more experienced technicians who have strong exposure to troubleshooting. The technician here is more specialized and will first determine if the issue involves his/her domain based on the data collected by the Tier-I specialist. If it is in the domain, then it has to be determined if it is a new issue or an existing issue. Advanced diagnostic tools and data analysis might be done here.

If the issue is an existing one, then the Tier-II specialist finds out if there is a solution or a workaround in the database. The solution is then offered to the customer. However, in some cases there might be no solution and it is an open bug. In that case, the Tier-II desk adds an additional entry to the bug list and depending on the number of instances could ask them developers to fix ASAP.

#### **Level 3 (Tier III) support**

Tier-III is a very specialized job provided by the specialists who are usually involved in the product development. The issue at hand could be quite complex and they will collect as much data as possible from the bottom two tiers.

Reference: <http://project-management.com/understanding-the-different-levels-of-help-desk-support/>