

# ITS Service & Support Escalation Matrix

## Service Desk

1-888-558-4357 / 250-565-2784 ~ [ServiceDesk@northernhealth.ca](mailto:ServiceDesk@northernhealth.ca)

Single point of contact for all IT issues, requests or questions

To Escalate a Desktop Support Issue contact the Service Desk and request an escalation. You will be asked to provide the ticket number of your original request, details of the escalation and your contact information. You will be contacted by the escalation owner, details will be confirmed and a resolution plan will be developed. You will receive updates until the resolution criteria are met.

If you need to escalate a question or concern beyond the Service Desk

## Gerry Boyarchuk - Service Delivery Lead

Mobile 250-617-0138 | [gerry.boyarchuk@northernhealth.ca](mailto:gerry.boyarchuk@northernhealth.ca)

### Contact for:

Service delivery, issue management and escalations

### Serving:

Physicians | Inter-Professional Teams | Health Service Administrators | Urgent Escalations for all NH Leadership