

IT Escalation Matrix



Level	Position	Name	Mail	Availability
First	IT Escalation Mailbox		IT.Escalation@kuonitumlare.com	Mon - Fri
Second	Central IT Service Desk Team Lead	Maxim Shamparov	maxim.shamparov@kuonitumlare.com	Mon - Fri
Third	Global IT Service Desk Manager	Sergey Ftorenko	Sergey.Ftorenko@kuonitumlare.com	Mon - Fri
Fourth	Head of IT Infrastructure & Service Delivery	Nick Loader	Nick.Loader@kuonitumlare.com	Mon - Fri