Date Filed: October 15, 2026

Witness: Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) Who determines if an IT-related customer complaint should be escalated to IT for further review or intervention?

a. Provide the job title and description of the position for the person(s) responsible for this determination.
b. Provide all training materials and internal policies provided to this employee(s) pertaining to this determination.

Response:

The determination of whether a customer-related complaint should be sent to IT for further review may be carried out by a variety of different individuals depending on the level of expertise required:

1. IT Supervisor – Provides day to day production oversight to teams of developers and analysts.

2. IT Manager – Overseas a particular collection of application support teams.

3. Analyst – May serves as a subject matter expert on detailed functionality of a system or act on behalf of the business to prioritize the team's work.

There are no training materials or internal policies for this.