

# myIDTravel

## Issues Escalation Matrix



### Level 1 Support

#### PX myIDTravel Support:

Email: [myidsupport@airniugini.com.pg](mailto:myidsupport@airniugini.com.pg)

#### Key Responsibilities:

- myIDTravel User Access Control
- Staff Profile Maintenance
- Coordinate Annual Travel Credit Allocations
- Coordinate New UATP Card Applications
- Provide End User system support
- Address system-related issues



### Level 2 Support

#### PX IT Service Desk

Email: [it.helpdesk@airniugini.com.pg](mailto:it.helpdesk@airniugini.com.pg)

#### Key Responsibilities:

- Troubleshoot and resolve network / internet connectivity issues
- Receive and address email / domain account queries



### Level 3 Support

#### Lufthansa myIDTravel Support

#### Key Responsibilities:

- Manage and Communicate System Outage and Resolution
- Manage and Communicate System Upgrade / Enhancements