

# **Subject: Urgent IT Problem Description**

To: [IT Support Team/Manager's Name]

Date: [Insert Date]

Dear [IT Support Team/Manager's Name],

I am writing to bring to your attention an urgent IT issue that requires immediate resolution. The details of the problem are as follows:

## **Problem Description:**

[Describe the issue clearly and concisely. Include any error messages, symptoms, and the impact it is having on your work or the team. For example:

- The server is down, affecting all users' access to critical applications.
- Users are experiencing frequent crashes of the software since [insert date].
- There is no connectivity to the network on multiple machines.

## **Steps Taken:**

[Briefly outline any troubleshooting steps you have attempted, such as restarting the device, checking connections, etc.]

## **Impact:**

[Describe the impact of the problem on business operations, productivity, or specific deadlines that are affected.]

## **Request for Urgent Assistance:**

Given the urgency of this situation, I kindly ask for your prompt attention to resolve this matter. Please let me know if you need any further information or if there's a specific procedure I should follow.

Thank you for your immediate attention to this issue.

Sincerely,

[Your Name]

[Your Job Title]

[Your Contact Information]