IT Support Case Escalation Form

Date: [Insert Date]

To: [Manager/Supervisor Name]

From: [Your Name]

Subject: Escalation of IT Support Case [Case Number]

Case Details

Case Number: [Insert Case Number]

Reported By: [Insert Your Name]

Description of Issue:
[Insert description of the issue]

Date of Initial Report: [Insert Initial Report Date]

Current Status: [Insert Current Status]

Actions Taken

[Insert details of actions taken to resolve the issue]

Reason for Escalation

[Insert reason for escalation, e.g. unresolved issue, critical impact]

Requested Action

[Insert any specific actions you are requesting from management]

Attachments

[List any attached files or documentation]

Thank you for your attention to this matter.

Sincerely,
[Your Name]

[Your Position]
[Your Contact Information]