

# IT Support Escalation Procedure

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Escalation of IT Support Ticket #[Ticket Number]

Dear [Recipient's Name],

I am writing to formally escalate the IT support ticket #[Ticket Number], which was submitted on [Submission Date]. Despite prior communications regarding this issue, it remains unresolved. The details of the ticket are as follows:

- **Issue Description:** [Brief description of the problem]
- **Impact:** [Description of the impact on operations]
- **Previous Attempts:** [Briefly list previous attempts at resolution]
- **Priority Level:** [Priority Level]

Given the ongoing nature of this issue and its impact on our operations, I would appreciate your urgent attention to this matter. Please let me know if additional information is required to expedite the resolution process.

Thank you for your prompt attention to this escalation. I look forward to your swift response.

Best regards,

[Your Name]

[Your Job Title]

[Your Contact Information]