

# IT Support Incident Escalation Notification

**Date:** [Insert Date]

**To:** [Recipient's Name]

**From:** [Your Name]

**Subject:** Escalation of Incident [Incident Number]

Dear [Recipient's Name],

This letter serves to inform you that the IT support incident originally reported on [Incident Date] has reached a point where further escalation is necessary. The details of the incident are as follows:

- **Incident Number:** [Incident Number]
- **Reported By:** [Your Name]
- **Description:** [Description of the incident]
- **Date Reported:** [Incident Date]
- **Current Status:** [Current Status]

Despite efforts to resolve this issue, we are still experiencing challenges that require additional assistance. We request your support in addressing this escalation promptly to minimize impact.

Please let us know if you require any further information or if there are additional steps we need to take to expedite this process.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Your Contact Information]