

# IT Support Urgency Escalation

**Date:** [Insert Date]

**To:** [IT Support Manager's Name]

**From:** [Your Name]

**Subject:** Urgency Escalation: [Brief Description of Issue]

Dear [IT Support Manager's Name],

I hope this message finds you well. I am writing to formally escalate an urgent IT support issue that has significantly affected our team's operations. Despite previous reports and follow-ups, the situation remains unresolved.

**Issue Description:**

[Provide a detailed description of the issue, including how long it has been ongoing, the impact on operations, and any previous tickets or communications related to the issue.]

**Impact:**

[Explain the impact this issue has on your work or the team's productivity. Mention any deadlines, deliverables, or important projects affected.]

Given the urgency of this matter, I kindly request your immediate attention and assistance in addressing this issue. I would appreciate any updates you can provide or any additional information necessary to expedite the resolution.

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

Best regards,

[Your Name]

[Your Job Title]

[Your Contact Information]