

IT Emergency Contact Protocol

Dear Team,

In case of an IT emergency, please follow the protocol outlined below to ensure a swift response:

1. Immediate Actions

If you experience a critical IT issue, please:

- Document the issue clearly.
- Check if the issue is affecting other team members.
- Attempt to resolve simple issues using our FAQ resources.

2. Contacting IT Support

If the issue persists, please contact IT support:

- Email: support@company.com
- Phone: (123) 456-7890
- Emergency Chat Room: [Chat Link](#)

3. Reporting Critical Incidents

For critical incidents affecting multiple team members, please:

- Immediately notify your team lead.
- Provide specifics about the impact and urgency.

4. Follow-up Procedures

Once the issue is resolved, please:

- Update the team on the nature of the issue and resolution steps.
- Participate in a follow-up discussion if necessary.

Thank you for your cooperation and attention to this protocol.

Sincerely,
The IT Team