Service Desk Escalation Guidelines for Critical Incidents

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Escalation of Critical Incident - [Incident ID]

Dear [Recipient's Name],

This letter is to formally escalate a critical incident identified as [Incident ID] which was reported on [Incident Date]. The details of the incident are as follows:

- **Incident Description:** [Brief description of the incident]
- **Impact Assessment:** [Impact on business/services]
- **Current Status:** [Current status of the incident resolution]
- **Actions Taken:** [List actions taken so far]

Given the severity and potential impact, we request immediate attention and assistance from the [Relevant Team/Department] to facilitate a quick resolution. We propose the following escalation steps:

1. Involve [Specific Team/Individual] for immediate action.
2. Conduct a priority meeting with relevant stakeholders.
3. Provide regular updates at [specified intervals].

Please let us know if you require additional information or if a meeting should be scheduled to discuss this matter further. Your prompt response is greatly appreciated.

Thank you for your attention to this critical issue.

Best regards,

[Your Name]
[Your Job Title]
[Your Contact Information]