

IT Service Issue Update

Dear [Recipient's Name],

We hope this message finds you well. We are writing to provide you with an update regarding the IT service issue reported on [Date of Issue].

Issue Summary: [Brief description of the issue]

Status Update: As of [Current Date], our team has been actively investigating the matter and we have made the following progress:

- [Update 1]
- [Update 2]
- [Update 3]

We are committed to resolving this issue promptly and expect to have it fully addressed by [Expected Resolution Date].

Thank you for your patience and understanding during this time. If you have any further questions, please do not hesitate to reach out.

Best regards,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]