

Rush Escalation Process Email Template

Ministry of Central Services
Information Technology Division

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Please copy and paste the template below into an email, to be addressed to itoservicedesk@gov.sk.ca. This form needs to be completed by your Ministry Service Level Coordinator.

To be completed by SLC:

Call Number: _____

Additional Details: _____

To be completed by ITD:

Incident/SR/Change to Task: _____

Team Assigned: _____

*Email to be submitted by the SLC of the Ministry only.

*Recipients of this email are required to contact the customer within 4 business hours to give a time estimate.