



IT Support Ticket Resolution Checklist

Ticket Intake & Prioritization

Initial steps for receiving and categorizing support requests.

Ticket Subject

Write something...

User Description of Issue

Write something...

Ticket Category

- ☐ Hardware
- ☐ Software
- ☐ Network
- ☐ Security
- ☐ Email
- ☐ Other

Severity Level

- ☐ Critical
- ☐ High