

[Your Name]  
[Your Position]  
[Your Company/Organization Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient Name]  
[Recipient Position]  
[IT Support Team/Company Name]  
[Recipient Address]  
[City, State, Zip Code]

Dear [Recipient Name],

Subject: IT Support Resolution for [Issue/Incident Number]

I hope this message finds you well. I am writing to follow up on the recent support request regarding [briefly describe the issue, e.g., "the network connectivity problem experienced on October 15, 2023"].

I am pleased to inform you that the issue has been resolved as of [resolution date]. The solution involved [describe the resolution steps taken, e.g., "reconfiguring the router settings and updating the firmware"].

Thank you for your prompt assistance and support in resolving this matter. Your expertise and dedication are greatly appreciated.

Should any further issues arise, please do not hesitate to reach out.

Best regards,

[Your Name]  
[Your Position]  
[Your Company]