

Request Submission Confirmation Email

Email Subject: [Request Title] Request Confirmation

Email Body:

Request Confirmation

Request ID:[Request ID #]

Hello [Requestor First Name],

Thank you for your request. We'll send a confirmation once your request has been reviewed and the status is updated. Your request details are indicated below. You can view the status of your request anytime, by visiting [My Requests]

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

If we have questions about your request an ITS Representative will contact you. Please ensure your contact information is correct. If you need to update your contact information please email [ITS Project Request](#) include your Request ID along with your changes.

Your Contact Information

First Name: [First Name]

Last Name: [Last Name]

Contact Phone: [Contact Phone]

Email: [Email]

User ID: [User ID]

Thank you for your request,
Information Technology Services

Status Change: “Complete” Email

Email Subject: [Request Title] request is complete

Email Body:

Request Complete

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] is now complete. Below are the details of your request.

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

Completed On: [Complete Date]

**If you have any questions about your request please email
ITS Project Request include your Request ID.**

Thank you for your request,
Information Technology Services

Status Change: “Deferred” Email

Email Subject: [Request Title] request has been deferred

Email Body:

Request Deferred

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] has been deferred. Below are the details of your request. You can view the status of your request anytime, by visiting [My Requests]

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

Deferred Reason: [Comments]

If you have any questions about your request please email ITS Project Request include your Request ID.

Thank you for your request,
Information Technology Services

Status Change: “Duplicate Request” Email

Email Subject: [Request Title] is a duplicate request

Email Body:

Request Duplicate

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] has been identified as a duplicate request. If you would like to view the status of the original request, please visit [My Requests]. Below are the details of your request.

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

Original Request: [Original Request Title and/or ID#]

If you have any questions about your request please email ITS Project Request include your Request ID.

Thank you for your request,
Information Technology Services

Status Change: “Accepted” Email

Email Subject: [Request Title] request has been accepted

Email Body:

Request Accepted

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] has been accepted.

What’s Next? Your request will be prioritized and start dates/end dates will be determined. Once this is complete your request status will change and you will receive an email. Below are the details of your request. You can view the status of your request anytime, by visiting [My Requests].

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

If you have any questions about your request please email

ITS Project Request include your Request ID.

Thank you for your request,

Information Technology Services

Status Change: “In Progress” Email

Email Subject: [Request Title] request is in progress

Email Body:

Request In Progress

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] is in progress. Below are the details of your request. You can view the status of your request anytime, by visiting [My Requests]

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

**If you have any questions about your request please email
ITS Project Request include your Request ID.**

Thank you for your request,
Information Technology Services

Status Change: “More Info Needed” Email

Email Subject: [Request Title] Request Requires Additional Information

Email Body:

Request Requires More Information

Request ID:[Request ID #]

Hello [Requestor First Name],

Your [Request Title] request has been reviewed and we have some questions. An ITS Representative will contact you for further information. Below are the details of your request. You can view the status of your request anytime, by visiting [My Requests]

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

Please ensure your contact information is correct. If you need to update your contact information please email [ITS Project Request](#) include your Request ID along with your changes.

Your Contact Information

First Name: [First Name]

Last Name: [Last Name]

Contact Phone: [Contact Phone]

Email: [Email]

User ID: [User ID]

Thank you for your request,
Information Technology Services

Status Change: “Pending Vendor Dev” Email

Email Subject: [Request Title] request is pending vendor assistance

Email Body:

Request Pending

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] has been reviewed and is awaiting assistance from the vendor.

What’s Next? Your request will be prioritized and start dates/end dates will be determined. Once this is complete your request status will change and you will receive an email. Below are the details of your request. You can view the status of your request anytime, by visiting [My Requests].

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

If you have any questions about your request please email

ITS Project Request include your Request ID.

Thank you for your request,

Information Technology Services

Status Change: “Not Accepted” Email

Email Subject: [Request Title] request has been reviewed

Email Body:

Request Not Accepted

Request ID:[Request ID #]

Hello [Requestor First Name],

Your request: [Request Title] has been reviewed and it’s been determined that we cannot move forward with your request at this time.

Below are the details of your request.

Request Details

Request ID: [Request ID #]

Submitted on: [Submitted Date]

Title: [Title]

Description: [Description]

Request Sponsor: [Request Sponsor]

Reason for status: [Comments Section]

**If you have any questions about your request please email
ITS Project Request include your Request ID.**

Thank you for your request,
Information Technology Services