

Audience: Legacy business unit team members

Comms release: September 19, 2022—email and intranet article

Point of contact for the project: Jane Doe

MEMO: IT hotline sunsets October 5, 2022, for all US-based team members

US team members:

Over the years, our IT hotline has provided technical solutions to support our legacy business unit. As we unite under our new organization, **the hotline will sunset on October 5, 2022, and US team members will be required to submit incidents and requests through our enterprise IT portal.** Non-US team members from our legacy business unit will continue their usual procedures for requesting technical support.

Migrating to the IT portal provides team members several advantages, including round-the-clock assistance, expanded access to the enterprise's IT expertise, and complementary support for client deliverables with technical components.

We understand this transition requires a clear process to ensure success. Here's what you can expect over the coming weeks:

- **On Monday, September 26**, you will gain access to the portal's self-service support function, including the *General request*, *Create new incident*, *Search knowledge*, and *Service desk chat* functions. Make sure you're logged into the VPN to access these endpoints
- **By the week of October 3**, your requests will be routed to the enterprise Service Desk at **XXX-XXX-XXXX**. To help with the transition, calls to our legacy hotline will be automatically forwarded to the enterprise service desk for the next 30 days

Please review this [user guide](#) to familiarize yourself with all IT solutions. For additional questions, please contact [Jane Doe, Endpoint Supervisor](#)

Thank you for your partnership.

Your IT professionals