How to Create and Use IT Help Desk Ticket Templates

A Checklist

Use this checklist when building or auditing your IT help desk template library:

01	☐	Keep required fields minimal — Only ask for information the IT agent actually needs to begin working on the ticket. Every extra field is friction.
02	☐	Standardize categories — Use a fixed set of IT ticket categories (Hardware, Software, Network, Security, Access, etc.) that map to your IT team structure.
03	☐	Add priority levels — Every template should include a priority field with clear definitions so IT tickets get triaged correctly.
04	☐	Include SLA indicators — Map each priority level to specific response and resolution time targets.
05	☐	Use placeholders, not instructions — Show [Requester Name] instead of writing “Enter the name of the person submitting the ticket.” Placeholders are faster to scan and replace.
06	☐	Write for copy-paste — Templates should work the moment they’re pasted into your IT ticketing system. Avoid templates that require heavy rewriting.
07	☐	Match templates to your ticket lifecycle — Make sure you have templates for every stage: creation, acknowledgement, investigation, escalation, resolution, and closure.
08	☐	Version control your templates — Track changes and date-stamp updates. Outdated IT templates cause more problems than no templates.

Checklist Continued

09	☐	Get IT agent feedback — The people using templates daily will spot gaps and friction points faster than anyone. Review templates quarterly with your IT team.
10	☐	Test before deploying — Send every template through a test run. Check for broken placeholders, unclear language, and missing fields.