# Internal Announcement: Freshservice Kickoff Email

## Subject:

We’re Implementing Freshservice – Our New ITSM Platform

## Message Body:

Hello Team,

We’re excited to announce the kickoff of our Freshservice implementation project. Freshservice will serve as our new platform for IT service requests, incidents, asset management, and more.

Over the next several weeks, you may be asked to participate in requirement discussions, workflow reviews, or testing activities. Your input is crucial to ensuring this system works effectively for everyone.

Project Lead: [Your Name]

Target Go-Live Date: [Insert Date]

Thank you for your support as we take this important step forward.

Best regards,

[Implementation Team]

## ITIL Alignment Notes:

This communication supports the ITIL practices of:

* Change Enablement – By informing and involving stakeholders early in the transition.
* Organizational Change Management – Encourages adoption through transparency and engagement.
* Continual Improvement – Gathers end-user feedback during planning and testing phases.