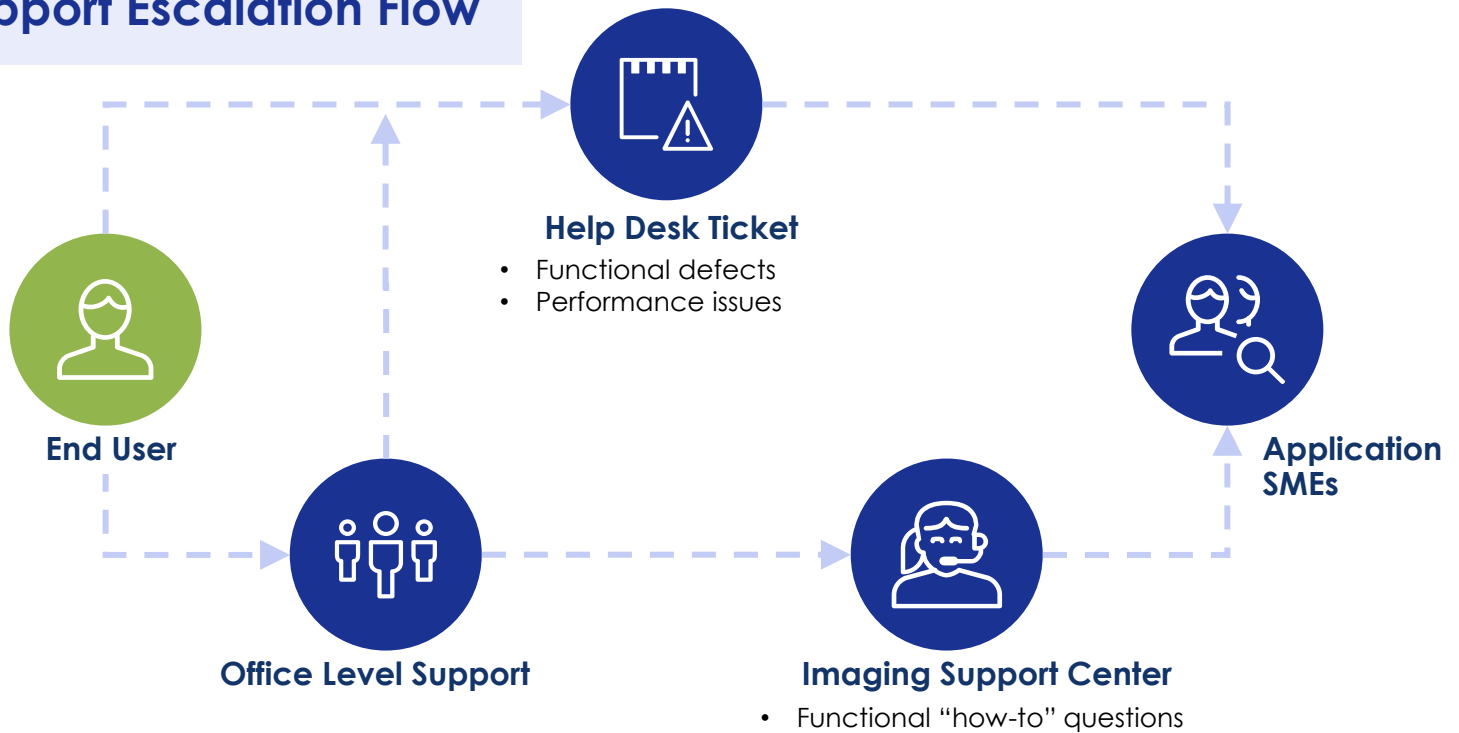


Support Escalation Flow



Office Level Support

Resources *

- Imaging CNCs
- Imaging SMEs and RCMs
- ITTSME Participants
- CSS Staff (TBD)
- ITTSAs

Availability

- Determined by and managed at the discretion of each Department

Support

- Finding and navigating self-support resources
- “How-To”, access, and login questions
- Assisting with escalation of technical issues via Help Desk

* A CRFI to identify Office Level Support resources is in progress

Imaging Support Center

Resources

- Application SMEs
- Technical Support
- Change Management & Training
- Regional Managers

Availability

- 8:00 AM – 5:00 PM PST M-F
- March 14 – April 8, 2022**
- Support provided via an open bridge line through MS Teams

Support

- Functional questions
- “How-To” questions
- Common issues across multiple offices
- Common issues impacting large numbers of users

** Pending confirmation of 3/14/2022 go-live date after performance testing