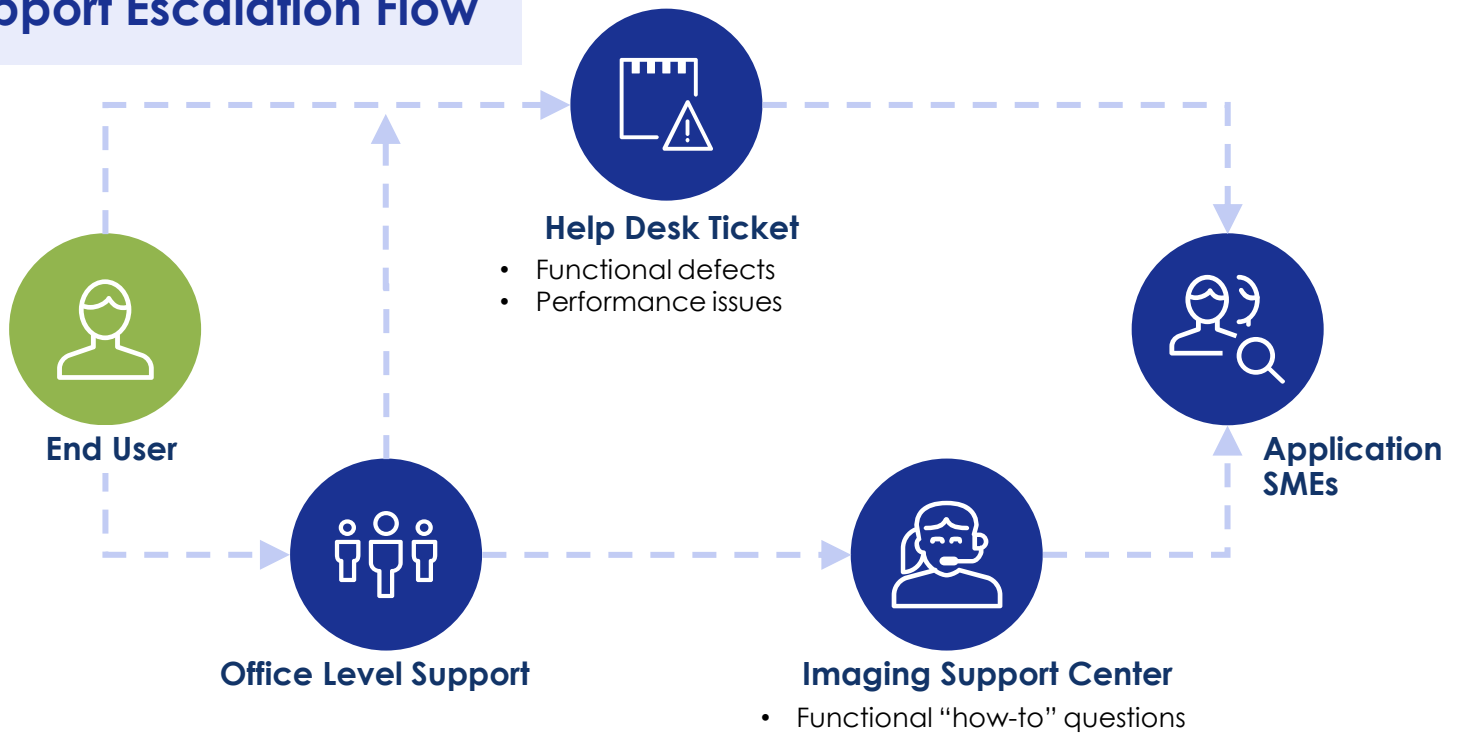


## Support Escalation Flow



## Office Level Support

### Resources

- Imaging CNCs (DCFS)
- Imaging SMEs and RCMs
- ITTSME Participants
- ITTSAs (DPSS)
- Staff from other counties

### 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

## Imaging Support Center

### Resources

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

### Availability

- 8:00 AM – 5:00 PM PST M-F
- April 25 – May 20, 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 4/25/2022 go-live date after performance testing