



Helpdesk Support Information: *Updated 4/11/2011*

ICBS user support is provided by “Interagency Helpdesk Services,” located in Boulder, Colorado. The helpdesk is the first point of contact for any problems/questions that should arise regarding the use of ICBS. Should the Helpdesk staff be unable to answer a question or resolve an issue for a user, it will be elevated by the agent to an on-call ICBS-R Team Subject Matter Expert (SME).

Hours of operation:

The Helpdesk is staffed on a 24/7/365 basis.

More about the Helpdesk:

“Interagency Helpdesk Services,” managed by IBM Global Business Services, provides user support for several interagency applications: ROSS (Resource Ordering and Status System), I-Suite (Incident Suite), VIPR (Virtual Incident Procurement) System, DMS (Dispatch Messaging System) and ABS (Aviation Business System).

The ICBS-R Team conducts annual application training to Helpdesk agents, and coordinates closely with Helpdesk staff on planned/unplanned system outages, emergency drills, application functional changes and upgrades, and other issues.

The ICBS-R Team closely monitors Helpdesk operations and performance. If an ICBS user has any problem with user support provided by the helpdesk, they are encouraged to report this to any member of the ICBS-R Team.

To contact the helpdesk: **1-866-224-7677**
Website: <http://www.interagencyhelpdesk.com/>