

## **MITS User Support Process**

**MITS First Line User Support** - MITS module and initiative Points of Contacts (POCs) serve as the MITS first line of user support for the respective MITS modules and PMA initiatives. The POCs field calls from MITS users for application functional and technical issues or questions and do whatever possible to answer the question or resolve the issue. If the POCs are unable to resolve an issue or question, the POCs will contact the MITS Help Desk via phone and/or email for support. Only the designated MITS module and PMA initiative POCs are authorized to contact the MITS Help Desk.

**MITS Second Line User Support** – The MITS Help Desk serves as the second line of user support for MITS. The MITS Help Desk staff field questions from the MITS module and PMA initiative POCs. They will take appropriate actions to address the questions or issues received including creating a HEAT issue tracking ticket for all inquiries. They will follow-up with the POC to provide a Heat ticket number, answer/solution, or an initial status within 1 working day of the inquiry. The MITS Help Desk staff will follow-up weekly with POCs to provide a status on any open Heat Tickets until the issue is resolved and the ticket is closed. Outstanding Heat tickets will also be reviewed at the monthly MITS User Support Meetings with the MITS module and PMA initiative POCs.

Heat tickets requiring attention by the MITS Application Support Team will be forwarded to NITC. NITC will review the ticket and place the issue in their internal tracking system, then forward an email response back to the MITS Help Desk acknowledging receipt of the ticket. NITC will research the ticket and provide the MITS Help Desk with an initial response in an email within 2 days. Once the research on the ticket is completed an email will be forwarded to the MITS Help Desk explaining the resolution or answer. If a coding change is needed ACFO-FS will create and submit a Change Request (CR) to the CFMSCCB for review and approval. Once approved the signed CR will be forwarded to NITC to notify them that the work can begin on the required modification.

New and closed Heat tickets will be noted at the weekly MITS Status Meetings. In addition, the status of all open Heat tickets will be reviewed. NITC will provide a weekly status report of the tickets they are working which will be used to review the status of these tickets.

The status of all open Heat tickets will also be reviewed at the monthly Customer Support Group Meetings with the MITS module and initiative Points of Contact.