



PHIN Support Team

The PHIN Support Team acts as the primary point of contact for State, Local, and Tribal partners that are engaged in meeting PHIN Requirements. The Team is comprised of several CDC PHIN Subject Matter Experts (SMEs) who are cross trained in both public health and information technology. They are committed to providing credible guidance and technical assistance on all matters related to PHIN.

The PHIN SMEs

- Serve as a gateway to PHIN related CDC resources
- Provide technical assistance and clarification of PHIN Requirements and certification
- Work with CDC's Coordinating Office for Terrorism Preparedness and Emergency Response on PHIN activity and funding requests
- Assist partners with non-PHIN related requests for CDC informatics resources

The PHIN Support Team guides partners through the following activities:

- **Information Sharing**
 - CDC to Grantee
 - Fostering Grantee to Grantee collaboration
- **Information Outlets**
 - **Scheduled Calls:**
 - Monthly one on one calls between a partner and an SME
 - National Monthly Calls (Partner and Technical)
- **PHIN Website**
 - Online Collaborative Forum (peer to peer)
 - PHIN Spotlight
 - PHIN Newsletter
- **Help Desk Inquiries**

CONTACTING CDC SUBJECT MATTER EXPERTS

Regions and Contact information

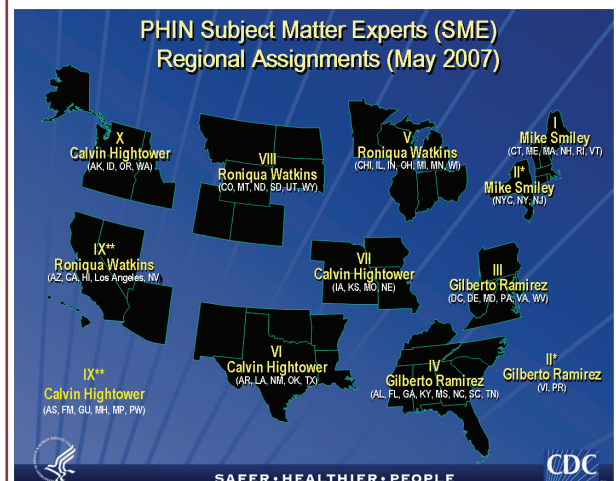
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PHIN Help Desk

The PHIN Help Desk is also a part of the Support Team. The PHIN Help Desk is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction.
- Responding to requests for support within published time frames.
- Cross training with CDC application development and deployment teams.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve the quality of service.
- Regularly reviewing and monitoring established performance indicators.

Contacting the Help Desk

You can be assured that when you contact the Help Desk, your issue will be addressed and you will be kept up-to-date at every step until the issue is resolved.

In addition to calling and emailing the Help Desk, you can now enter an issue via the Web. Go to <http://www.cdc.gov/phin/helpdesk.html> and enter your information to create a ticket for the Help Desk.

View by Topic

- Architecture
- Certification
- Component Initiatives
- Conference
- Connective Laboratory Systems
- Countermeasure and Response Administration
- Core Functional Components
- Early Event Detection
- Outbreak Management
- Public Communications and Alerts
- Software and Solutions
- Vocabulary
- Webinars and Training

All Fields are Required

PHIN System:

Your Last Name:

Your First Name:

Your Email Address:

Your Telephone number:

Problem Description:

- Overview
- Contact Information
- FAQs
- Connective
- Standards Development Organizations

PHIN Help Desk

www.cdc.gov/phin/helpdesk.html