

MIP Help Escalation Plan

MIP users should contact MIP Help when they encounter a problem or need support in using the MIP. MIP Help will document the issue and provide the user a ticket number for tracking purposes. Use the following procedures when you encounter a problem or issue with MIP Help:

- Prior to submitting a MIP Help ticket, contact your MIP Champion or Black Belt to see if they are aware of the issue and can help

- Submit a MIP Help ticket:
 - Include your name, a detailed description of the issue, and your contact information (MIP Help may need to contact you for additional information of the issue)

- If you receive no response after 3 days of submitting your ticket:
 1. Contact the MIP Champion or Black Belt in your Region
 2. Contact Mike Sauer if the MIP Champion and/or Black Belt cannot provide an answer
 3. Contact Kristen Heavener and Ken Hamer if you do not receive an adequate response or receive no response within 2 days from Mike Sauer

- If the explanation you receive from MIP Help does not adequately answer your question:
 1. Contact MIP Help again to ask for a clearer answer
 2. Contact Mike Sauer if, after communicating with MIP Help two times, you do not receive an adequate answer, or do not understand the response you were provided
 3. Contact Kristen Heavener and Ken Hamer if you still do not understand the response, the response is inadequate or you do not receive a response from Mike Sauer within 2 days

- If you have an urgent matter that needs immediate assistance:
 1. Indicate the urgency to MIP Help when you call or email. Also, please contact your MIP Champion and Black Belt(s) so they can confirm and indicate to MIP Help the level of urgency.
 2. Contact Mike Sauer if the issue is not being addressed fast enough for your timeline
 3. Contact Kristen Heavener and Ken Hamer if the issue has still not been addressed within your timeline

* Please note that some issues may be escalated to the MIP development team for further investigation and may take some time to resolve. MIP Help will communicate to the user when the issue may be resolved.

** Before escalating to a higher level please allow some time for each level of escalation to respond.

Contact Information

MIP Champions and Black Belts

C/BB	Region	Name	email	phone
BB	1	Stuart Rooney	Stuart.Rooney@mapmodteam.com	617-482-4930 x4754
BB	2	Demond Mayfield	Demond.Mayfield@mapmodteam.com	212-478-1808
BB	3	Andrew Scampone	Andrew.Scampone@mapmodteam.com	717-221-2018
BB	4	John Newcomb-Thompson	john.newcomb-thompson@mapmodteam.com	678-459-1006
BB	4	Derrick Roberson	Derrick.Roberson@mapmodteam.com	678-459-1014
BB	5	Rob Truelsen	Rob.Truelsen@mapmodteam.com	312-575-3918
BB	6	Steve Altman	Steve.Altman@mapmodteam.com	940-783-4133
BB	6	Mike Stallings	Michael.Stallings@mapmodteam.com	940-718-1037
BB	7	Amanda Wilson	Amanda.Wilson@mapmodteam.com	816-502-9420 x4964
BB	7	Jeanne Finger	Jeanne.Finger@mapmodteam.com	816-502-9420 x4954
BB	8	Kristina Fritsch	Kristina.Fritsch@mapmodteam.com	720-514-1106
BB	9	Alisa Sauvageot	Alisa.Sauvageot@mapmodteam.com	602-798-7530
BB	9	James Johnston	James.Johnston@mapmodteam.com	517-879-0952
BB	10	Debra Heiden	Debra.Heiden@mapmodteam.com	206-344-3891
BB	10	Darcy Rechten	Darcy.Rechten@mapmodteam.com	770-712-4237
C	1	Mike Goetz	Mike.Goetz@dhs.gov	617-956-7571
C	2	Brian Shumon	Brian.Shumon@dhs.gov	212-6803631
C	2 (back up)	Alan Springett	Alan.Springett@dhs.gov	212-680-8557
C	3	Robert Pierson	Robert.Pierson@dhs.gov	215-931-5650
C	4	Bruce Buckerfield	Bruce.Buckerfield@dhs.gov	770-220-5397
C	5	Duane Castaldi	Duane.Castaldi@dhs.gov	312-408-5549
C	6	Scott Eller	Scott.Eller@dhs.gov	940-898-5266
C	7	Rodney Odom	Rodney.Odom@dhs.gov	816-283-7965
C	8	Louise Hughes	Louise.Hughes@dhs.gov	303-235-4754
C	9	Kim Nguyen	Kim.Nguyen@dhs.gov	510-627-7135
C	10	Nick Delmedico	Nicholas.Delmedico@dhs.gov	425-487-4626

MIP Help:

- miphelp@mapmodteam.com
- 877-FEMA-MAP

Mike Sauer – MIP Help Project Manager

- msauer@mbakercorp.com
- 703-675-7489

Kristen Heavener – FEMA A2 Process Area Lead

- kristen.heavener@dhs.gov
- 202-646-2756

Ken Hamer – Baker A2 Process Area Lead

- ken.hamer@mapmodteam.com
- 703-317-6285