Risk MAP IT Help Escalation Plan for Studies Users

Mapping Information Platform (MIP) users should contact Risk MAP IT Help when they encounter a problem or need support in using the MIP. Risk MAP IT Help will document the issue and provide the user a ticket number for tracking purposes. Before following this procedure and submitting a Risk MAP IT Help ticket, contact your MIP Champion or Black Belt to see if they are aware of the issue and can help.

Please follow these procedures when you encounter a problem or issue with Risk MAP IT Help:

1. Submit a Risk MAP IT Help ticket: Include your first and last name, a brief description of the issue in the subject line, your contact information (telephone number and MIP User ID), and a detailed description of the problem or service in the email body
    - If you include a graphic in the ticket submission, please attach the image to the email body as a file to ensure the graphic is included in the request
    - If the request is related to the Automated Map Production (AMP) Tool, please specify in the subject line with "AMP". The Help Desk will escalate to the appropriate contact as needed
2. If you receive no response after three business days of submitting your ticket:
    - Follow up with Risk MAP IT Help for an update on ticket, if you receive no response within 24 hours of following up:
        i.   Contact the MIP Champion, RPML or Black Belt in your Region
3. If the explanation you receive from Risk MAP IT Help does not adequately answer your question:
    - Contact Risk MAP IT Help again to ask for a clearer answer
    - Contact Dan Horner (CDS), if you still do not understand the response or the response is inadequate

If you have an urgent matter that needs immediate assistance, please follow these steps:

1. Indicate the urgency to Risk MAP IT Help including verbiage of 'Work Stoppage' if issue impacts ability to complete tasks
2. Contact your MIP Champion and Black Belt, so they can confirm and indicate to Risk MAP IT Help the level of urgency
3. Contact Kalon Gourdine (CDS) if the issue has still not been addressed within your timeline

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Risk MAP IT Help Escalation Points of Contact

Risk MAP IT Help

FEMA-RiskMAP-ITHelp@fema.dhs.gov

1-877-FEMA-MAP

Kalon Gourdine, Risk MAP IT Help Lead

Kalon.gourdine@associates.fema.dhs.gov

Dan Horner, Operations Manager

Daniel.horner@associates.fema.dhs.gov

*Please note that some issues may be escalated to the MIP development team for further investigation and may take some time to resolve. Risk MAP IT 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