

## **Help Desk Contractor Change Happening Soon**

The period of performance for the current contract with BAE for the Interagency Incident Applications (IIA) Support Helpdesk ends on July 31, 2010. A new contract has been awarded to IBM effective June 1, 2010. Since award, transition activities have been underway at the IBM Boulder Facility which includes:

- Training for all applications support (ABS, ICBS, I-Suite, ROSS, and VIPR)
- Helpdesk Ticketing System configuration
- Telephone Communications System transfer.
- Field office and incident camp orientation

The new helpdesk will officially become active at 2000 hours (MDT) on July 31, 2010.

While we understand that transitioning to a new helpdesk during fire season may be concerning to application users, we want to assure everyone that we are taking measures to mitigate any issues. Risk mitigation activities include:

- Transfer of existing phone numbers from BAE to IBM. Users will use the same contact number and the email address for the helpdesk will remain the same (helpdesk@dms.nwcg.gov).
- A ROSS Subject Matter Expert (SME) will be located at the helpdesk during the day for approximately 6 weeks and duty officer availability for all supported applications will be increased.
- Intensive training is in progress for the IBM agents and we are very pleased with their enthusiasm and how quickly they are picking up on the business and how the applications operate. Recent helpdesk tickets are being used as part of their training and that is working well.
- Review of past helpdesk tickets to assure that reported past issues can be easily addressed as we move forward.

We thank you for your patience during this period of transition.