

5 FAM 830 IRM INFOCENTER

*(TL:IM-50; 05-04-2004)
(Office of Origin: IRM/APR/RG)*

5 FAM 831 GETTING HELP

(TL:IM-50; 05-04-2004)

Domestically, the IRM InfoCenter is the first point of customer contact and screening for all trouble calls within the Department of State for infrastructure, network, and similar problems. The primary tool of IRM InfoCenter is the Universal Trouble Ticket (UTT) system, a central on-line trouble ticket-tracking database.

Users should contact the IRM InfoCenter first to report an incident and receive a UTT number.

IRM InfoCenter Help Desk personnel will log into the UTT database, assign a UTT number, and attempt to troubleshoot the call for resolution.

If a resolution is not possible at the IRM InfoCenter level, the IRM InfoCenter Help Desk will forward the ticket to the appropriate organization or bureau for action and notify the user.

Users who have a problem with a specific bureau/post application may contact the Help Desk for that Bureau/Post.

5 FAM 832 THROUGH 839 UNASSIGNED