

5 FAM 830 IT SERVICE CENTER

*(CT:IM-108; 07-10-2009)
(Office of Origin: IRM/APR/RG)*

5 FAM 831 SCOPE AND AUTHORITY

(CT:IM-108; 07-10-2009)

- a. This chapter presents the policy governing the IT Service Center for domestic and overseas operations. Users must follow this policy for reporting and tracking all IT-related incidents.
- b. The Bureau of Information Resources Management's Office of Policy and Regulations (IRM/BPC/PRG) coordinates 5 FAM, Information Resource Management, which discusses policies and procedures and ensures the accuracy and completion of 5 FAM chapters and handbooks. The Office of Directives Management (A/GIS/DIR) manages the Department's directives program that governs the Department's operations (see 1 FAM 214.1).

5 FAM 832 GENERAL POLICY

(CT:IM-108; 07-10-2009)

- a. Domestically, the IT Service Center serves as the first point of customer contact and screening for all Department of State IT infrastructure, network, IT products and services, and related problems. The primary incident management tool of the IT Service is the Remedy IT Incident Management Suite, a central on-line tracking ticket system.
- b. Users should contact the IT Service Center first at 202-647-2000 or send an e-mail to itservicecenter@state.gov to report a problem and to receive a tracking number. IT Service Center Desk Analysts will log in to remedy, assign a tracking number, and attempt to troubleshoot the reported problem for resolution.
- c. If a resolution is not possible at the IT Service Center, the Service Center Desk Analyst will forward the tracking number and all current information to the appropriate organization or bureau for action. The user will be contacted by the assigned servicing IT Support element.

5 FAM 833 THROUGH 839 UNASSIGNED