

## **6 FAH-5 H-050 INFORMATION RESOURCES**

*(CT:ICASS-20; 08-31-2011)*  
*(Office of Origin: RM/ICASS)*

## **6 FAH-5 H-051 INFORMATION SUPPLEMENTAL TO ICASS HANDBOOK**

*(CT:ICASS-20; 08-31-2011)*  
*(Applies to participating ICASS agencies)*

- a. ICASS policy questions and documentation: State e-mail listed under ICASSServiceCenter@state.gov. Located in the RM/ICASS Service Center. Supports all ICASS issues except software and hardware questions. Many policy questions are answered in the “Ask ICASS” feature on the ICASS *Web site*.
- b. ICASS technical support: Tel: *(703) 766-4916*, E-mail: ICASSTechSupport@state.gov. Assistance requests dealing with the operation of the software and any hardware-related problems should be directed to this address. The Department of State’s Office of Information Management and Geneva Software, the contractor, will be responding to these inquiries.
- c. PASS Help Desk: Tel: (202) 647-7760 or 1-877-246-9493. E-mail: PassHelpDeskMail@state.gov
- d. ICASS Service Center (RM/ICASS): Main number is 202-663-3260. The FAX numbers are 202-663-3275 and 202-663-1325, or contact via e-mail at ICASSServiceCenter@state.gov.
- e. Help on agency billing codes and reimbursements: Reimbursements Team: 202-663-3260.
- f. Training:
  - (1) Classes are offered at the National Foreign Affairs Training Center (NFATC), School of Professional Studies, Administrative Training. Telephone 703-302-6973;
  - (2) Post-specific training is available upon request. Telephone 202-663-3260 or email ICASSServiceCenter@state.gov; and
  - (3) ICASS software training is available through RM/GFS Charleston.

## **6 FAH-5 H-052 ICASS AUTHORITIES**

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*(Applies to participating ICASS agencies)*

*As the service provider in ICASS*, the Department of *State's* primary authorities are 22 U.S.C. 2684 and 2695. Non-State *service provider* agencies might need to rely on the general authority of the Economy Act of 1932, as amended (31 U.S.C. 1535), which provides for the provision of goods and services on a reimbursable basis from one agency to another. Congress may have legislated Working Capital and other authorities to certain non-State agencies that allow them to offer administrative support under conditions that differ from those provided for in the Economy Act of 1932. In that case, those agencies rely on the authorities provided to them by Congress in providing ICASS services. The service provision is governed by the specific language of that legislation.

## **6 FAH-5 H-053 THROUGH H-059 UNASSIGNED**