

FIMS / CAIS HELPDESK SUPPORT

**CAS/CAIS USER GROUP MEETING
OCTOBER 18-20, 2016**



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CAIS USER COMMUNITY

- CAIS 2.0, early FY15
 - 16 Sites
 - around 50 users
- With the release of CAIS 3.0 in April 2015
 - 51 Sites
 - over 210 users
- For FY16 - 334 request processed



FIMS USER COMMUNITY

- User Community
 - Over 600 users
 - Headquarters Program Offices
 - Field Office / Site
 - Office of Asset Management (OAM)
- For FY16 - 1,147 request were processed



HELPDESK SUPPORT

**FIMS
Support**



**CAIS
Support**



**FIMS/CAIS
Support**

One
consolidated
support
team

CONSOLIDATED SUPPORT TEAM

- More efficient
- Faster response to user community
- Easier contact method
 - No need to contact multiple people
 - One email address
 - One phone number



HOW TO CONTACT US

- For both FIMS and CAIS

- A central email account

fims_cais_help@hq.doe.gov

- A single Hotline phone number

301-337-6019

HOW TO CONTACT US



WHAT TO EXPECT ...

- All Support team members have access to the consolidated email and phone
- One member will process all incoming emails/calls
 - This team member will respond
 - OR**
 - Route request to another team member to respond

WE ASK YOU TO ...

- Immediately begin using the new email and phone number
- Cease emails and phone calls to direct support team members
- Ensure FIMS or CAIS is mentioned in your email or phone request

WE ASK YOU TO ...

- For phone calls, please provide your name, phone number and Site so that we may better assist you

THANK YOU

