

HOURS OF OPERATION

Monday - Friday
0800-1700 EST

24/7 on call support available for
mission critical / war support.

Full-time extended hours available
with prior coordination

FUTURE ENHANCEMENTS

The Consolidated Help Desk continually strives to refine its processes to ensure the highest quality of service. In the coming year the CHD will:

- Provide direct entry from web forms into the Help Desk database
- Streamline connection between Consolidated Help Desk and the Configuration Management Database (CMDB)
- Negotiate adding programs such as WebTAS, M3, and TCTF.

Request Help via Mail:

**Intelligence Data Handling
Systems (IDHS)
Consolidated Help Desk (CHD)
AFRL/IFEB
32 Brooks Road
Rome, NY 13441-4114**

Request Help via Telephone:

Commercial: (315) 330-IDHS (4347)
DSN: (312) 587-IDHS (4347)

Request Help via Email:

Unclassified: idhs.help@rl.af.mil
SIPRNET: idhs.help@ife.rl.af.smil.mil
Intelink: idhs.help@mail.rome.ic.gov

Request Help via Web Forms:

Web: <http://extranet.if.afrl.af.mil/chd/>
SIPRNET: <http://ife.rl.af.smil.mil/chd/>
Intelink: <http://web1.rome.ic.gov/chd/>

**Intelligence Data
Handling Systems
(IDHS)
Consolidated Help Desk
(CHD)**



May 2004

PROGRAMS SUPPORTED

The Consolidated Help Desk currently provides help to the following programs:

A2IPB PMO Programs:

- Automated Assistance with Intelligence Preparation of the Battlespace (A2IPB)

JEDI PMO Programs:

- Air Force DoDIIS Infrastructure (AFDI)
- Client Server Environment System Services (CSE-SS)
- Joint Enterprise DoDIIS Infrastructure (JEDI)

JTT PMO Programs:

- Interim Targeting Solution (ITS)
- Joint Targeting Toolbox (JTT)

IOTA PMO Programs:

- Broadsword
- Electronic Targeting Folder (ETF)
- Gatekeeper
- Infrastructure Operations Tool Access (IOTA)
- Isaiah
- Trusted ISSE Gateway for Exploration and Retrieval (TIGER)

ISSE PMO Programs:

- Common Guard Interface (CGI)
- Information Support Server Environment (ISSE) Guard
- ISSE User Agent (IUA)
- Message Automated Downgrade and Dissemination (MADD)
- Multi Level Data Base Replication (MLDBR)
- Secure Trusted Automated Routing (STAR) Guard

PURPOSE

Providing tier one support to users as the single point of contact for problems with supported programs. Areas of support include, but are not limited to:

- Configuration
- Installation
- Maintenance
- Upgrade Issues
- Problem Identification

OBJECTIVES

- Resolve configuration/ familiarization issues.
- Assist customers in resolving problems.
- Provide a single point of support.
- Provide support for mission critical / war time missions.
- Provide support to users World Wide.
- Log all problems and dispositions.
- Develop a database of problems and solutions.
- Coordinate with Information Management Services (IMS) and Program Management Offices (PMOs) to be aware of configuration and patches deployed.
- Support Program Offices during software upgrades

GOALS

The goals of the CHD are to provide tier one support by:

- Being the single point of contact for users
- Providing rapid resolution of user concerns and problems
- Providing help assistance from central location to minimize costs of development contractor-provided assistance
- Tracking help calls and calls transferred to developer

RESPONSE TIME

The Help Desk is currently able to resolve 52% of the calls received within 8 hours.

