

MIP Help Escalation Plan

MIP users should contact MIP Help when they encounter a problem or need support in using the MIP. MIP Help will document the issue and provide the user a ticket number for tracking purposes. Use the following procedures when you encounter a problem or issue with MIP Help:

- Prior to submitting a MIP Help ticket, contact your MIP Champion or Black Belt to see if they are aware of the issue and can help
- Submit a MIP Help ticket:
 - Include your name, a detailed description of the issue, and your contact information (MIP Help may need to contact you for additional information of the issue)
- If you receive no response after 3 business days of submitting your ticket:
 1. Contact the MIP Champion or Black Belt in your Region
 2. Contact Matt Reed (CDS) if the MIP Champion and/or Black Belt cannot provide an answer
 3. Contact Maryjo Mullen(FEMA) and Lynh Nguyen (CDS) if you do not receive an adequate response or receive no response within 2 business days from Matt Reed. Please cc Scott Schelling (CDS).
- If the explanation you receive from MIP Help does not adequately answer your question:
 1. Contact MIP Help again to ask for a clearer answer
 2. Contact Scott Schelling(CDS) if, after communicating with MIP Help two times, you do not receive an adequate answer or do not understand the response you were provided
 3. Contact Maryjo Mullen (FEMA) and Christina Bassis (CDS) if you still do not understand the response, the response is inadequate or you do not receive a response from Matt Reed within 2 business days
- If you have an urgent matter that needs immediate assistance:
 1. Indicate the urgency to MIP Help when you call or email
 2. Contact your MIP Champion and Black Belt so they can confirm and indicate to MIP Help the level of urgency
 3. Contact Matt Reed (CDS) if the issue is not being addressed fast enough for your timeline
 4. Contact Maryjo Mullen(FEMA) and Lynh Nguyen (CDS) if the issue has still not been addressed within your timeline

* Please note that some issues may be escalated to the MIP development team for further investigation and may take some time to resolve. MIP Help will communicate to the user when the issue may be resolved.

** Before escalating to a higher level please allow some time for each level of escalation to respond.

Contact Information – MIP Help Escalation Points of Contact

MIP Help:

miphelp@riskmapcds.com
1- 877-FEMA-MAP

Matt Reed:

Matt.Reed@riskmapcds.com

Lynh Nguyen:

Lynh.Nguyen@riskmapcds.com

Scott Schelling:

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