



FEMA



MIP Help Escalation Plan for Studies Users

Mapping Information Platform (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. Before following this procedure and submitting a MIP Help ticket, contact your MIP Champion or Black Belt to see if they are aware of the issue and can help.

Please follow these procedures when you encounter a problem or issue with MIP Help:

1. Submit a MIP Help ticket: Include your first and last name, a brief description of the issue in the subject line, your contact information (telephone number and MIP User ID), and a detailed description of the problem or service in the email body
2. If you receive no response after three business days of submitting your ticket:
 - Contact the MIP Champion or Black Belt in your Region
 - Contact Mark Knowles (CDS), if the MIP Champion and/or Black Belt cannot provide an answer
3. If the explanation you receive from MIP Help does not adequately answer your question:
 - Contact MIP Help again to ask for a clearer answer
 - Contact Kian Tavakoli (CDS), if you still do not understand the response or the response is inadequate

If you have an urgent matter that needs immediate assistance, please follow these steps:

1. Indicate the urgency to MIP Help when you email
2. Contact your MIP Champion and Black Belt, so they can confirm and indicate to MIP Help the level of urgency
3. Contact Mark Knowles (CDS), if the issue has still not been addressed within your timeline

MIP Help Escalation Point of Contacts

MIP Help

miphelp@riskmapcgs.com

1-877-FEMA-MAP

Mark Knowles

MIP Help Lead

mark.knowles@associates.fema.dhs.gov

Kian Tavakoli

Deputy Project Manager

ktavakoli@us.ibm.com

* 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

RiskMAP
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