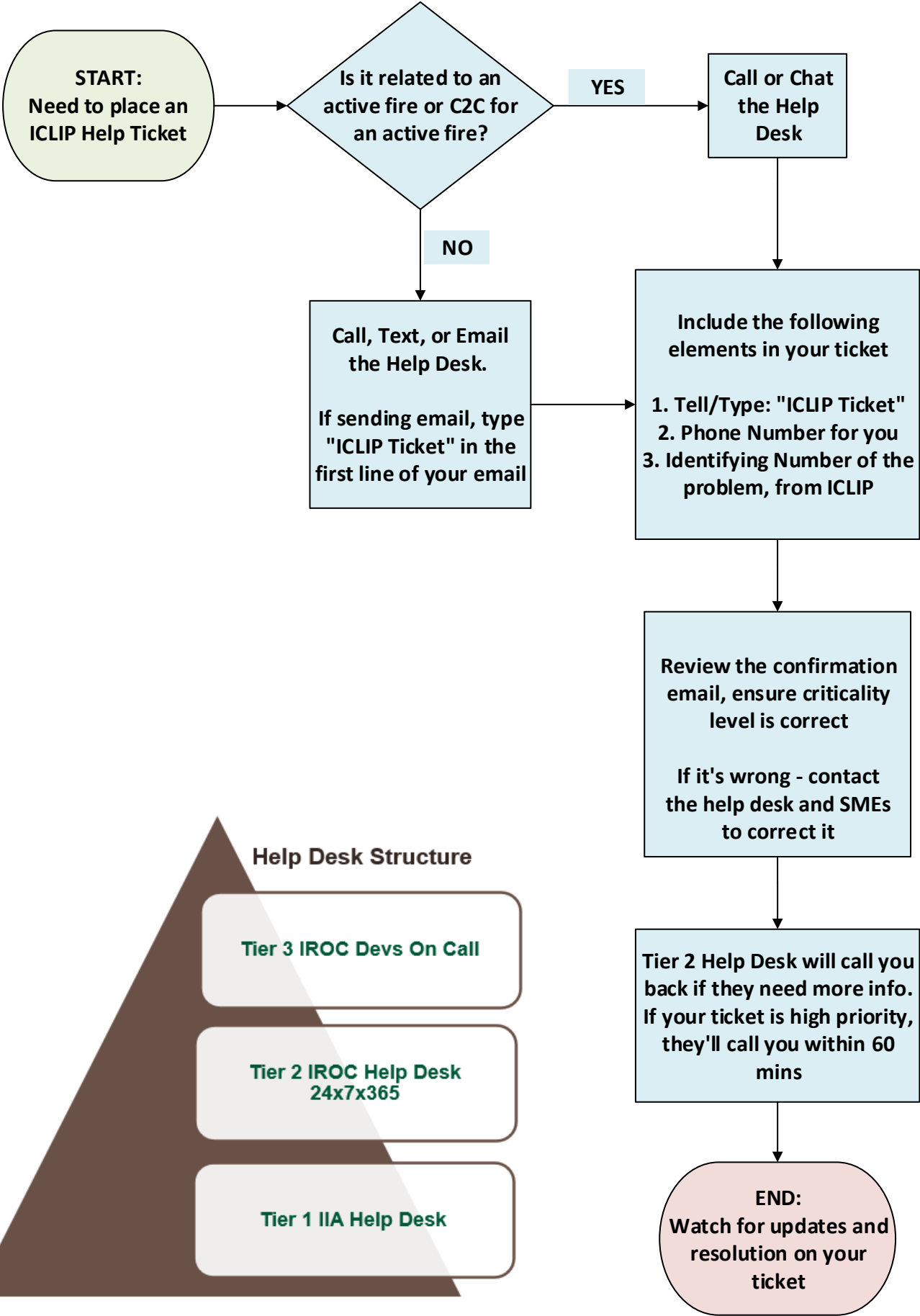


ICLIP Help Ticket Flowchart



Help Desk Structure

Tier 3 IROC Devs On Call

Tier 2 IROC Help Desk
24x7x365

Tier 1 IIA Help Desk