

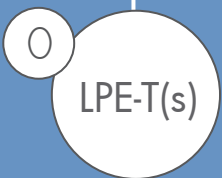


# umoja's support model

## need help?



Go to iSeek ([iseek.un.org](http://iseek.un.org)) and/or the Umoja Field Support Site ([umoja.un.org/dfs](http://umoja.un.org/dfs)) for **Job Aids** & **Training Guides**.



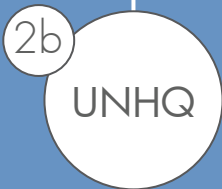
Reach out to your **LPE-T**.



Contact your **Local Service Desk**. If your issue cannot be resolved in your mission, create an iNeed ticket and it will be directed to the Umoja Support Center.



Contact the **USC** in Brindisi, Italy for further production support: +39 0831 05 6550 • 158-5550 • 158-6550 • [umojasupport@un.org](mailto:umojasupport@un.org)



Unresolved **business and production support issues** will be escalated to Umoja Process Experts in New York. Any pending **technical issues** will be further triaged to Tier 3 staff.



**Umoja Competency Centre**  
Technical Analysis & Configurations.