

NOTE: Please make sure to adhere to the support model and follow the steps as detailed below. Contacting any of the tiers directly or skipping a step will only cause delays to your request.



## umoja's support model

need help?

Step 1

Go to iSeek ([iseek.un.org](https://iseek.un.org)) and/or the Umoja Field Support Site ([umoja.un.org/dfs](https://umoja.un.org/dfs)) and look for the **Job Aids & Training Guides**. These provide information and solutions to most common issues.

Step 2

Contact your **Local Process Expert (LPE-T)**, and they will be able to advise/guide you with your issue, if the issue is still not resolved.

Step 3

Contact your **Local Service Desk** by email or raise an **iNeed ticket** (please be sure to include a detailed description and screen shots if appropriate). They will analyze your request and look for a solution to your issue. If your issue cannot be resolved in your mission, the Local Service Desk will escalate it.

Step 4

The **Umoja Support Centre, Tier 2A in Brindisi, Italy**, will analyze your issue, and in most cases, resolve it at their level. If required, the issue will be further escalated for analysis by the relevant business areas in UNHQ.

Step 5

The **Umoja Business** and the **Umoja Competency Centre** will only analyze issues escalated to them by Tier 2A. Any issues escalated directly to them by users, LPE's, or Tier 1 staff will be rejected and sent back to your Local Service Desk for proper escalation.