

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 Travel Solution Support Model (C5 Population)

Need Help?

Step 1

Go to the Umoja Travel job aids page (umoja.un.org/content/travel-job-aids) for step-by-step guidance. Also visit the Umoja Field Support Site (umoja.un.org/dfs) and look under Travel Deployment Information for additional information.

Step 2

Contact your ESS Focal Point for how-to questions. They are your first line of support during ramp-up and hyper-care periods, as well as post-deployment.

Step 3

If the issue is still not resolved, contact your Local Process Expert-Trainer (LPE-T), and they will advise/guide you further.

Step 4

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 5

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 6

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.