Incident Process Flow - JCC CAFM Support

End User
- New Support Request
- End

Tier 1
- Incident Logged
- Can CSC Resolve?
  - Yes → Assign to CSC Queue
  - No → Assign to FMIS Queue
- Address and Resolve
- Close Incident
- Notification Sent to End user

FMIS
- Assign Resource and Triage
- Can FMIS Resolve?
  - Yes → Address and Resolve → Close Incident
  - No → Assign to JCIT Support Queue

Tier 2 – JCIT
- Assign Resource and Triage
- Can Tier 2 Resolve?
  - Yes → Address and Resolve
  - No → Bug or New Feature?
    - Yes → Log Defect or Enhancement
    - No → Engage Tier 3 Resource
- Close Incident

Tier 3
- Support Case Logged by Tier 3 Support Provider
- Address and Resolve

Legend:
CSC - JCC Facilities Services (FS) Customer Support Center
FMIS - JCC FS Facilities Management Information Services
JCIT - Judicial Council Information Technology