GIS Help hours, procedure and contacts

The most effective way to resolve IT related issues is to open a helpdesk ticket (http://cdshelp.cds.int).   This is not only effective in giving a precise idea of the issue at hand but also gives visibility to GIS management of pending issues. For urgent matters, open a ticket as well as contact GIS support personnel in your time zone.

Options to call for support are dependent on the local time zone you are in. GIS support hours for each time zone, are shown in **Green highlight** in table below. For help outside of your local working hours (time shown below with no highlight), call GIS support team in other time zones that is available.

Table #1

London, UK	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	10 pm	11 pm	12 am	1 am	2 am	3 am	4 am	5 am	6 am	7 am
Kitchener, Canada	3 am	4 am	5 am	6 am	7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	10 pm	11 pm	12 am	1 am	2 am
Cypress, USA	12 am	1 am	2 am	3 am	4 am	5 am	6 am	7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	10 pm	11 pm
Shenzhen, China	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	10 pm	11 pm	12 am	1 am	2 am	3 am	4 am	5 am	6 am	7 am	8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm

Example 1: Users in West coast, US call Cypress GIS during work hours (option #1). For support at 7 pm Cypress time, would be to call Shenzhen office (11 am). Before 7 am (Cypress time), call Kitchener or EMEA support team.

Example 2: User is traveling from US to Asia. If the said user needs help, while he/she is in Asia, they are to call Asia support team. But while in Asia, outside of local working hours, they could call Cypress, Canada or EMEA support (which ever makes most sense).

Example 3: User in Australia or S.Korea should call Asia support team during your work hours, but outside of those hours, call available support team.

Option #1

Cypress Systems/Network Support	Contact Name	Phone	Cell Phone
Supervisor – Systems Support/Network	Tom Marshall	714-220-3544	714-381-8322
	Richard Lozano	714-229-2768	
	Norris Popillion	714-220-3578	
	Adriana Millan	714-503-3329	
	Matt Garvin	714-220-3593	

Option #2

Kitchener Systems/Network Support	Contact Name	Phone	Cell Phone
Supervisor - Systems Support	Margie Campbell	519-749-3129	519-500-6066
	Gregory Errey	519-741-3850	
	Joey Ranchuk	519-741-3816	
	Catharina Deer	519-749-6630	
	Sam Trussler	519-749-3135	
	Stanley Lui	519-741-3895	
	Chris McCrohan	519-741-3807	

Option #3

Asia Network Support		Phone	Cell Phone
Manager – GIS Asia / Pacific	Ming Tsang	86-755-33016333 x7018	+86 138 2350 0922
	Tommy Chen	86-755-33016333 x7050	
	Javer Wang	86-755-36807075	
	Patrick Wong	65-6877-8762	

Option #4

EMEA / UK Network Support		Phone	Cell Phone
	Randeep Assi	+44 118 977 8059	

If you need to escalate any issue or if you are not able to get hold of your local support team or if there is any emergency, feel free to contact any member of GIS management team.

G.I.S. Management	Contact Name	Office Phone	Cell Phone
Sr. Director of Global Information Systems	David Hsieh	714-220-3512	626-616-8492
Director, Global IT Infrastructure	Ashish Kudsia	519-749-3351	519-572-6767
Director, Global IT Applications	Jason Perry	519-741-3784	519-574-8837