



**NEW YORK STATE
UNIFIED COURT SYSTEM**

HON. JUDY HARRIS KLUGER
CHIEF OF POLICY AND PLANNING
NEW YORK STATE COURTS

OFFICE OF COURT ADMINISTRATION

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TO: IDV Court Users

SUBJECT: Technical support, change requests and problem reporting for the IDV Application

Please be advised of the following procedures for submitting technical support requests, as well as reporting issues and requests for changes to the system.

1. Email support.

Court users can email the support staff by sending a request to the email group **IDV_COURT_TECH_HELP**. This email is sent to a variety of support personnel, as well as the OCA Help Desk. Please do not email individual people as those individuals may not always be immediately available to assist you. To ensure a more timely response to your requests, please use the support group.

2. Telephone support.

As an alternative to email, users can call the OCA Help Desk at **1-800-622-2522**. The Help Desk staff will then open a support ticket with the IDV_COURT_TECH_HELP group members.

3. Change requests and problem reporting.

For any requests for changes to the system, including reporting problems, new web forms have been added to the IDV Court Technology intranet home page. Users can submit requests for changes by clicking here: <http://inside-ucs.org/courts/problemsolving/idv/apphelp.shtml>

There are two forms, one for reporting problems and one for submitting requests for changes and enhancements to the system. The forms prompt the user for the details of the request, as well as information about the requester. The information will be submitted to the IDV_COURT_TECH_HELP group members and used to track all requests for the technology committee's consideration.

Please let us know if you have any questions regarding the above procedures.

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