



## Severity one current outage and critical IT support

Update this incident

Add additional information to your incident

Attach additional documents to your incident

 

Do you still need help?

Yes, I still need help

### Communication History

#### Auto-Response

04/21/2014 07:10 PM

Tracy,

Thank you for contacting the Customer Help Desk on 04/21/2014 04:23 PM. If you got the assistance you needed there is no need to respond. If you need further assistance please do one of the following within five (5) days:

- o Call us at 866-945-1354, select option two (2) for "existing ticket".
- o Or, go to "My Stuff" on the CHD portal. You may update your incident at [http://usdaforestservice.custhelp.com/app/account/questions/detail/i\\_id/1773147/username/tfifarek](http://usdaforestservice.custhelp.com/app/account/questions/detail/i_id/1773147/username/tfifarek)

How was your experience? You will soon be invited to answer a few questions in a web-based survey. We value your opinion so please let us know how we did and how we can serve you better in the future.

#### Response KEVIN THROOP via Email

04/21/2014 07:10 PM

Found bad tone control board in Midland base station. Replaced radio, sending it for warranty repair.

#### Auto-Response

04/21/2014 07:09 PM

Tracy,

Your incident has been transferred to the appropriate support team for further action. You can use the link included in your incident summary or go to the "My Stuff" tab at <http://fswweb.chd.fs.fed.us> to track progress on your incident.

Thank you,  
Forest Service CHD

Tracy,

Your incident #140421-002433 Severity one current outage and critical IT support, has been assigned to an agent who will be working on resolving your incident. You will be contacted shortly regarding your incident.

Thank you,  
Forest Service CHD

You may update your incident at [http://usdaforestservice.custhelp.com/app/account/questions/detail/i\\_id/1773147/username/tfifarek](http://usdaforestservice.custhelp.com/app/account/questions/detail/i_id/1773147/username/tfifarek)

**Response KEVIN THROOP via Email**

**04/21/2014 07:09 PM**

Found bad tone control board in Midland base station. Replaced radio, sending it for warranty repair.

**Auto-Response**

**04/21/2014 04:23 PM**

You may update your incident at [http://usdaforestservice.custhelp.com/app/account/questions/detail/i\\_id/1773147/username/robertshaw](http://usdaforestservice.custhelp.com/app/account/questions/detail/i_id/1773147/username/robertshaw)

**Response Adam Medina via Email**

**04/21/2014 04:23 PM**

✓sev 1 radio outage

**Customer Entered by Adam Medina via Phone**

**04/21/2014 04:23 PM**

The following is information required in order to forward this Radio issue up as a Severity One. Nothing can be left blank.

Tier 1 agents should capture the following information before contacting the Control Desk.

Description of the problem:

Region: r9

Forest: 0903

Ranger District: none

Site Address: 402 south e 11th street grand rapids mn 55744

Site Office Hours: 8 to 16:30

On-site Alternate Contact (Name & #): Tracy Fifarek 218-327-4175

Number of people affected: forest

Is everyone in the location affected? Yes

Equipment Type (check one)

Dispatch Console

Base Station

Repeater Name:

Tower

Radio Site

Other, please specify:

Equipment Manufacturer/Model/Serial Number OR Repeater/Tower Name:

Current Location OF EQUIPMENT:

Incoming/Outgoing Service Problems (select one):

Transmit Only Problem

- Receive Only Problem
- Both transmit and receive problem

The following required information are for reporting to upper management and for the SAT to prioritize

Is this a dispatch:

(Fire, Ranger District, Flight following)

Name of Dispatch Center: Chippewa Forest ✓

Are you working fires: yes ✓

(Prescribed burns or active fires) active ✓

Do you have communications with the ground crews: no ✓

Do you have alternate communication with the grounds crews: yes ✓

(Phone, Alternate Channel, more than one base station, etc.)

Specific area of Forest or Ranger district that is affected: FOREST ✓

Weather Related: windy ✓

### Additional Details

<b>Email Address</b>	tfifarek@fs.fed.us
<b>Reference Number</b>	140421-002433
<b>Status</b>	Solved
<b>Created</b>	04/21/2014 04:23 PM
<b>Updated</b>	04/21/2014 07:10 PM
<b>Category</b>	• HelpDesk Operations