



**North Carolina Department of Health and Human Services
Office of North Carolina Families Accessing Services through Technology (NC FAST)**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Angela Taylor
Director

July 30, 2015

Subject: NC FAST Help Desk Increased Ticket Resolution for August 2015

Dear County Director of Social Services:

The NC FAST Help Desk is in process of increasing staff as a long-term solution to resolving Help Desk tickets in a more timely manner. In the meantime, the Help Desk has additional resources temporarily available to help address the existing volume of tickets and to expedite their resolution or escalation during August, 2015.

During the Tuesday, August 4, 2015, County Champion conference call, I will provide more information about this Help Desk effort and be available to answer questions. The conference call will also address common issues raised by users that Help Desk staff routinely resolve, and DMA staff will also be present to help educate the county Help Desk points-of-contact on topics that only the DMA Help Desk can resolve. Business staff will be available to address policy questions.

As a result of this effort, County Help Desk points-of-contact will be receiving an increased number of emails and other communications to help address these tickets at the county level. Please be aware that some of the emails may be redirected to local spam folders, and county staff should regularly check these folders for the NC FAST communications.

If you have questions or need assistance in this matter, please contact me at 919-813-5002 or email Angela.Taylor@dhhs.nc.gov.

Thank you for your cooperation in this matter.

Sincerely,


Angela Taylor

www.ncdhhs.gov • www.ncdhhs.gov/ncfast
Tel: 919-813-5000 • Fax: 919-813-5010

Location: 79 T W Alexander Drive • 4301 Research Commons • RTP, NC 27709
Mailing Address: PO Box 110606 • Durham, NC 27709
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July 30, 2015

cc: Joseph A. Cooper Jr., NC DHHS, Chief Information Officer
Sherry Bradsher, NC DHHS, Deputy Secretary for Human Services
Laketha Miller, NC DHHS, Controller
Tammy Barnes, NC DHHS Division of Child Development and Early Education, Acting Director
Suzanne Merrill, NC DHHS Division of Aging and Adult Services, Director
Wayne Black, NC DHHS Division of Social Services, Director
Dave Richard, NC DHHS Deputy Secretary for Medical Assistance
Melodee Stokes, NC DHHS, Implementation Manager

NC FAST Doc ID: 15-0026

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