

ABOUT THE NISS HELP DESK AND KNOWLEDGE BASE

The **National Information Sharing Standards (NISS)** Help Desk and Knowledge Base are hosted by the U.S. Department of Justice, in partnership with the IJIS Institute. The NISS Help Desk assists users in finding answers to technical questions regarding the content, principles, and best practices for using the **Global Justice XML Data Model (GJXDM)** and the **National Information Exchange Model (NIEM)**.

More than a conventional help desk, the NISS Help Desk contains a significant Knowledge Base that users can access online, and then submit unanswered questions via the Web or telephone.

HELP DESK SUPPORT LEVELS

The NISS Help Desk support is categorized into three levels. The goal of the Help Desk is to get answers back to developers within 24 hours whenever possible.

Tier 1 Support

Tier 1 support is available to users each Monday through Friday from 9:00 a.m. to 8:00 p.m. (ET), excluding federal holidays. Support is available via telephone, Web, and e-mail. This team provides support to user inquiries on issues related to GJXDM and NIEM.

Tier 2 Support

Tier 2 support is available to users after an initial investigation is conducted and the request requires additional resources in order to provide advanced support services related to domain or technical expertise.

Referrals

Referrals are provided to users after an initial investigation is conducted and a referral to an organization outside of the Help Desk is advisable. These referral organizations specialize in training, technical assistance, new functionality, software corrections, and governance.

CONTACT THE NISS HELP DESK

Telephone Support

877.333.5111 or 703.726.1919
Monday through Friday
9:00 a.m. to 8:00 p.m. (ET)

E-mail Support

NISShelp@ijis.org
Monday through Friday
9:00 a.m. to 8:00 p.m. (ET)

Web Support

<http://it.ojp.gov/NISS/helpdesk>
24 hours per day, 7 days per week

SEARCH THE NISS KNOWLEDGE BASE

<http://it.ojp.gov/NISS/helpdesk>

NISShelp
@ijis.org

<http://it.ojp.gov/NISS/helpdesk>

NISS Help Desk & Knowledge Base



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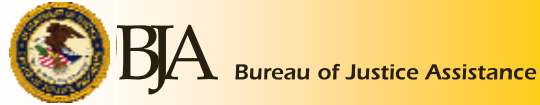
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Other partners include:

- The Georgia Tech Research Institute (GTRI)
- U.S. Department of Justice Global Justice XML Structure Task Force (XSTF)
- SEARCH—The National Consortium for Justice Information and Statistics
- The National Center for State Courts (NCSC)



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Help Desk & Knowledge Base