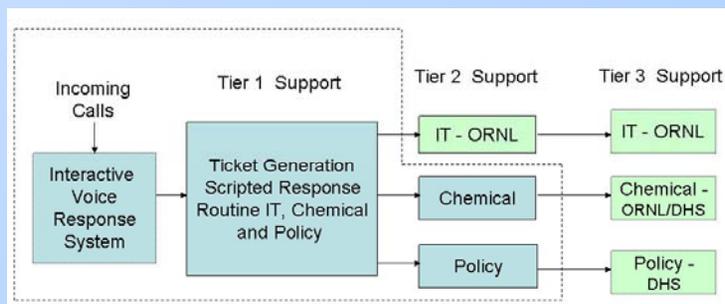


# Chemical Security User Services

Data Systems Sciences & Engineering Group

Computational Sciences & Engineering Division



- **Problem Statement:**

- Provide customer support and technical expertise to support users of CSAT data collection systems.

- **Technical Approach:**

- Document processes through the creation of Standard Operating Procedures
- Provide via multi-level response subject matter expertise encompassing all aspects of IT and user management system issues
- Provide functional requirements for primary and operational support systems
- Facilitate creation of scripted responses from regulatory legislation and FAQs
- Define and manage Call Service Center operations
- Document all user interaction
- Implement performance metrics

- **Benefit:**

- Provide technical and information services and customer support to promote and enhance the mission performance of data collection initiatives

- **Technology Readiness Level 9**

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