Data Access Customer Support Model

- If you need **HELP**, do the following:
  - Contact your unit DDA first for resolution (see list)
  - If your DDA cannot resolve the problem, they will escalate the issue via the **HUB Reporting Support LISTSERV**
  - Your question will be triaged and a response will be coordinated between yourself, your DDA and other personnel
  - We are all learning - some issues will take longer to solve than others - your patience is appreciated
  - **DO NOT WAIT IF YOU ARE EXPERIENCING A PROBLEM!**