Data Access Customer Support Model

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

UB University at Buffalo
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