

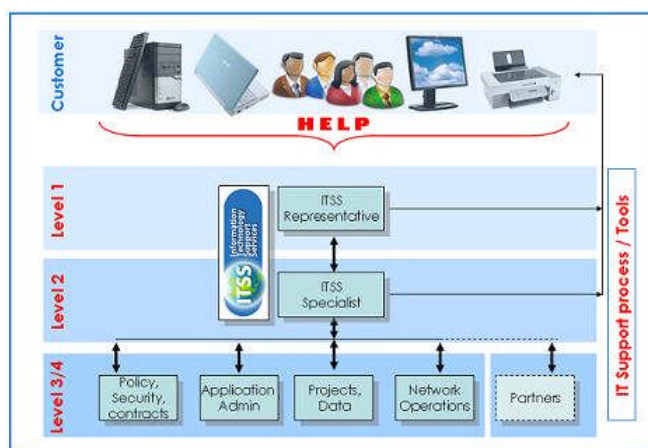
Information Technology Support Services (ITSS)

ITSS is a "one-stop" shop for all information technology needs. ITSS personnel can install a new toner cartridge in a printer, customize your Excel spreadsheet, archive your e-mail, or even move your computer to a new location. Whatever your IT requirements, ITSS can help you!

ITSS's mission is to "facilitate effective and efficient use of On-Line Administrative Systems in support of departmental missions – with the final goal to enhance the well-being of the CF employees and their families."

ITSS Centralized Structure

You can report all your IT issues to the ITSS call centre for handling and appropriate dispatching. The centralized structure allows ITSS to better manage resources and maintain a structured support system. The end results for you, our customer, are reduced wait times and an improved resolution ratio.



Contacting ITSS:

Business hours are: Monday to Friday from 7:00 AM to 11:00 PM local time.

Saturday and Sunday 9:00 AM to 7:00 PM – Eastern Standard Time

Before e-mailing or calling, check the [Alerts](#) page where you will be able to read about the most recent network/application alerts or common issues reported to our team – with estimated time to resolution and workarounds (where available).

The [Help FAQ](#) page is another valuable resource that has answers to many common IT-related questions.

If you still need to contact ITSS, please do so by e-mail at CCC@cfpsa.com. E-mail is easily traceable, and works with our ticketing systems. You may contact ITSS by phone only for critical and time-sensitive issues at 1-866-615-9284

ITSS pages will be periodically reviewed and updated with the latest news, enhancements, and development of our services.