



FOUR WAYS TO GET SUPPORT

Web:

<http://jitic.fhu.disa.mil>

E-Mail:

DISA.JITC.Hotline@mail.mil
Hotline@fhu.disa.smil.mil

Phone:

1-800-LET-JITC (538-5482)
DSN: TRY-JITC (879-5482)

Fax:

520-538-2380
DSN 312-879-2380

CONTACT US

For more information on hotline support capabilities and procedures contact:

Chief, Warfighter Support Branch

520-538-0355
DSN 312-879-0355

Action Officer, Hotline

520-538-5232
DSN 312-879-5232



Defense Information Systems Agency
Department of Defense

Joint Interoperability Test Command

Attn: Visitor Support Center
P.O. Box 12798
Fort Huachuca, AZ 85670-2798

<http://jitic.fhu.disa.mil>
Phone: 1-800-LET-JITC
(538-5482)
DSN: TRY-JITC
(879-5482)

Experts in Testing and Certification
Accelerating the Nation's IT Dominance



JITC HOTLINE

On demand technical support across the full spectrum of Coalition Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C5ISR)



**Joint Interoperability
Test Command**

OVERVIEW

For over 23 years JITC has maintained a 24/7/365 hotline to support America's warfighters as well as the Joint and DoD communities. The hotline is designed to assist our customers in gaining and maintaining information superiority in Joint and Coalition contingencies, exercises, and day-to-day operations. Our expertise focuses on enabling information systems supporting the Global Information Grid (tactical through strategic) to function effectively in any operational theater. JITC has an extensive level of expertise as well as a tremendous technical capability to recreate almost any Coalition Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C5ISR) configuration in an effort to duplicate your situation and find potential solutions. No matter how big or small the issue, no matter where you are on the planet, if you have data or voice access you have access to the JITC Hotline. This service is usually available at no cost to the US military Services, government agencies, and government sponsored contractors.

REQUESTING SUPPORT

There are four ways to contact the JITC Hotline. The preferred method is via the JITC Homepage located at <http://jitc.fhu.disa.mil>. In the support window you can choose to submit a "Critical" or "Routine" support request. Select "Critical" for operational and contingency related issues impacting mission accomplishment. Critical requests are given priority attention and are usually responded to within two hours of receipt. Select "Routine" for non time sensitive issues. Routine requests will be responded to within one business day of receipt. Once a category is selected a request form will open. Fill in all information as completely as possible. Ensure you provide correct contact information so that we can reach you for additional information. Provide a detailed descrip-

tion of the technical issue you are having, to include the make and model of equipment and software version numbers. Information which may describe vulnerabilities or compromise operational security should not be included in web support requests. When the form is completely filled out select the "Submit Request" button. A Hotline representative will contact you and place you in contact with a JITC subject matter expert who will assist in resolving your issue.

If you are unable to access the web site, you can submit your request via the Internet or NIPRNet to the E-mail address:

[**DISA.JITC.hotline@disa.mil**](mailto:DISA.JITC.hotline@disa.mil)

For technical issues that are classified or sensitive in nature request for support can be submitted using the SIPRNet Hotline E-mail address:

[**hotline@fhu.disa.smil.mil**](mailto:hotline@fhu.disa.smil.mil)

If you do not have access to the Global Information Grid (GIG) or the Internet you can call the Hotline support telephone number:

- Commercial - **1-800-LET-JITC (538-5482)**
- DSN - **TRY-JITC (879-5482)**
- Select option 2 from the voice mail prompt
- For a Routine support request select '1'
- For a Critical support request select '2'
- At the prompt provide your name, DSN and/or commercial phone number, and a detailed description of your technical issue
- Remember to speak slowly and clearly

Request for support can also be submitted by fax using the following numbers:

Commercial - **1-520-538-2380**
DSN - **312-879-2380**

No matter which way you choose to contact the hotline a JITC representative will contact you within one business day to assist you in resolving your technical issue.

WE CAN AND HAVE

- Replicated networks
- Conducted diagnostic tests in the lab and across the globe
- Developed interim solutions to ensure continuity of operations
- Provided emergency equipment and on site technical support

LESSONS LEARNED

As part of the Joint Interoperability Tool JITC maintains a database of lessons learned reports based on historical hotline support calls. These reports are freely available to DoD customers and can be accessed at: [**https://jit.fhu.disa.mil/llr/**](https://jit.fhu.disa.mil/llr/)

Key features of the database include:

- A robust repository with years of data
- Solutions to common and not-so-common C5ISR problems
- CAC-enabled for instant access by DoD customers

JITC MISSION

JITC professionally tests, operationally evaluates, and certifies IT capabilities for joint interoperability, enabling information dominance and increasing warfighter effectiveness for the Nation.

"Testing the Joint Enterprise"