Justice IT Service Offerings

Reliable, competitively priced, and customizable services for the public sector

DOJ Cybersecurity Shared Services Program (CSSP)

Service Support Reference Guide

Last updated on 11/13/2023

DOJ CSSP Service Support - Reference Guide

Billing / finance

Audit / compliance support

Requests for information

Elements of DOJ Services

Justice Security Operations Center (JSOC)



Security Information & **Event Management**

splunk>cloud

Endpoint Protection Platform



Advanced Email Security

Trellix

Justice Edge Trust Service



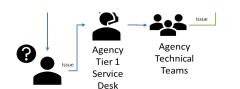
Vulnerability Management



	Customer Support Topics / Examples	Who to Contact
Inci	Report a potential security incident Get information about an ongoing security incident investigation Request for information, such as cyber threat intelligence	 JSOC Access the Justice Incident Management System (JIMS)
	J's Managed Security chnologies Request changes to configurations / policies Report IT issues, outages, and/or request troubleshooting support Request new accounts or decommission accounts	 DOJ Service Desk and DOJ Shared Services Engineering Team
All	other issues or support needs SLAs, service quality or performance IAAs, MOAs, ISAs, or any agreement	 DOJ Customer Success Manager (CSM)

DOJ Support Team	Key Info	How to Contact
JSOC	 24x7x365 Handles cybersecurity incidents	jsoc@usdoj.gov202.357.7000
DOJ Service Desk	 24x7x365 Intakes Customer Service Requests (CSRs) and provides ticket number for tracking Escalates emergencies to on-call DOJ incident response team 	 DOJ.Service.Desk@usdoj.gov CC: DOJ.SharedServicesEngineer ing@usdoj.gov and CSM For emergencies, call 202.616.7100 and indicate the emergency nature of the issue
DOJ Shared Services Engineering Team	 Mon – Fri 8am – 5pm EST, excluding Federal holidays Handles CSRs. For example, IT incident resolution, service requests, and requests for changes of DOJ's managed platforms 	DOJ.SharedServicesEngineering @usdoj.gov For emergencies, call DOJ Service Desk and indicate the emergency nature of the issue
DOJ Customer Success Manager	 Normal business hours Single point of contact for agency; Guides agency through onboarding; Manages customer satisfaction 	CSM: Samantha Williams samantha.a.williams@usdoj.gov 202.793.0925
CSSP Technical Support		

DOJ will follow up on CSRs submitted during normal business hours within one hour of DOJ Service Desk creating a ticket number. CSRs submitted after-hours will be handled the next business day unless they are critical issues/outages. DOJ aims to resolve a non-emergency CSR within 24 hours.



DOJ Service Desk

UUJTechnical Team