

# 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



**U.S. Department of Justice**  
Office of the Chief Information Officer

# DOJ CSSP Service Support - Reference Guide

## Elements of DOJ Services

Justice Security Operations Center (JSOC)



Jira Software

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

#### Incident Response

- 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)

#### DOJ's Managed Security Technologies

- 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
- Billing / finance
- Audit / compliance support
- Requests for information

- DOJ Customer Success Manager (CSM)

## DOJ Support Team

## Key Info

## How to Contact

### JSOC

- 24x7x365
- Handles cybersecurity incidents

- [jsoc@usdoj.gov](mailto:jsoc@usdoj.gov)
- 202.357.7000

### 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](mailto:DOJ.Service.Desk@usdoj.gov)
- CC: [DOJ.SharedServicesEngineering@usdoj.gov](mailto:DOJ.SharedServicesEngineering@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](mailto: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](mailto: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.

