

Contact Information for IDAK Application Support and Maintenance

This document contains essential contact information for support, maintenance, and other inquiries related to the IDAK application. It is intended for use by the application users, developers, and the maintenance team.

General Support

For general support queries, application usage questions, or non-technical assistance:

- **IT Helpdesk**
 - Email: helpdesk@[YourOrganization].com
 - Phone: +1 (123) 456-7890
 - Hours of Operation: 9:00 AM - 5:00 PM (Your Timezone), Monday to Friday

Technical Support

For technical issues, bug reports, or troubleshooting assistance:

- **Technical Support Team**
 - Email: techsupport@[YourOrganization].com
 - Phone: +1 (123) 456-7891
 - Hours of Operation: 9:00 AM - 5:00 PM (Your Timezone), Monday to Friday

Development Team

To discuss development-related topics, propose new features, or contribute to the codebase:

- **Development Lead:** [Lead Developer's Name]
 - Email: leaddev@[YourOrganization].com
 - Phone: +1 (123) 456-7892
 - Office Hours: 10:00 AM - 4:00 PM (Your Timezone), Monday to Friday

Security Concerns

For security vulnerabilities, concerns, or incident reporting:

- **Security Officer:** [Security Officer's Name]
 - Email: security@[YourOrganization].com
 - Phone: +1 (123) 456-7893
 - Emergency Contact (24/7): +1 (123) 456-7894

Maintenance and Updates

For questions related to application updates, maintenance schedules, and service interruptions:

- **Maintenance Coordinator:** [Maintenance Coordinator's Name]
 - Email: maintenance@[YourOrganization].com
 - Phone: +1 (123) 456-7895
 - Office Hours: 11:00 AM - 3:00 PM (Your Timezone), Monday to Friday

Licensing and Compliance

For inquiries regarding application licensing, usage policies, and compliance matters:

- **Compliance Officer:** [Compliance Officer's Name]
 - Email: compliance@[YourOrganization].com
 - Phone: +1 (123) 456-7896
 - Office Hours: 9:00 AM - 5:00 PM (Your Timezone), Monday to Friday

Feedback and Suggestions

We welcome your feedback and suggestions to improve the IDAK application:

- **Feedback Team**
 - Email: feedback@[YourOrganization].com
 - Phone: +1 (123) 456-7897
 - Online Feedback Form: [YourOrganizationFeedbackFormURL]

Please replace [YourOrganization] with your actual organization's domain and the placeholder names and phone numbers with the actual contact details.

When contacting support or any of the above representatives, please provide detailed information about your inquiry to ensure a prompt and accurate response.

Thank you for using the IDAK application.