

APPENDIX K: SUPPORT

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APPENDIX K: SUPPORT

A. Support

1. *Where do I get support for ICMS?*

You can get support from several places:

If you need...

help installing the program,

Then...

see the documentation on the installation disk, or contact Re:discovery Software Inc., at 434-975-3256 or email them at support@rediscov.com.

help running or using the program,

see the System Help in the program, consult this manual, or contact Re:discovery Software Inc. at 434-975-3256 or email support@rediscov.com. Their fax number is 434-975-3935. You may also get information and instructions from the company's web site. Go to www.rediscoverysoftware.com and follow the Support link on the page to find DOI/NPS Support.

help with questions of DOI or your bureau's museum policies,

contact your bureau's museum property contact.

information about following NPS museum procedures while using ICMS,

consult this manual, the NPS *Museum Handbook*, Parts I and II, and/or your Regional Curator

specific guidance relating to NPS cataloging,

contact the NPS National Catalog at 304-535-6204. The fax number is 304-535-6203.

questions about your NPS CMR or ACP

contact the Park Museum Management Program at 202-354-2002. The fax number is 202-371-6757.

questions about your National Catalog submission

contact the NPS National Catalog at 304-535-6128. The fax number is 304-535-6203.

2. *When may I call Re:discovery for help?*

Call on weekdays anytime between 9:00 AM and 9:00 PM, Eastern Time. Service will not be available on government holidays.

Note: If your unit is not in the contiguous 48 states, you may want to make initial contact through e-mail. In your e-mail message, ask the company to arrange a mutually acceptable time for your support call. They will be glad to do this. Their e-mail address is support@rediscov.com.

3. *How will Re:discovery solve my problem?*

In most cases, the technical support representative will be able to solve your problem by talking with you on the telephone. If not, he or she will call you back shortly with the solution. In rare cases, you may have to send additional information or a backup to the company. This will only happen if the swift resolution of a problem cannot be achieved through telephone support. The technical support representative will tell you what to send.

4. *What should I do before I call for service?*

Before calling for service, try the following:

- If you are new to **ICMS**, read Chapter 1, System Basics, in this manual.
- Consult the on-line help to see how a particular field or screen works. There is individual field help available on the screen. There is also a System Help module available on the Menu Bar that is searchable and provides information on all the features available in the program.
- Read the section in this manual that addresses the area for which you have questions.
- Go to the company's web site (www.rediscoverysoftware.com), select Support and then DOI/NPS Support. There are various support sections for Annual Submissions, Frequently Asked Questions, and White Papers that will guide you through certain procedures.
- If you've tried the above suggestions and you still have a problem, then call for help.

5. *What do I do if I have trouble with the service that I receive or I can't get a problem resolved?*

Explain your concern to the company. It may help to write down your problem and fax it or e-mail it to Re:discovery Software, Inc. They will have a customer service representative contact you to resolve the issue. If you are still having difficulty after talking to the company, contact the Park Museum Management Program at 202-354-2002.

B. Customization

1. *Is there a way to have some special features in the program for just my unit?*

Yes. The program includes a number of fields that you can customize at the unit level. If you need further customization, contact Re:discovery Software, Inc. All customization work that the company does must be in the form of additional or enhancing features to the standard **ICMS**. The company cannot make substantive changes to the standardized Collection Management Module. It is not permitted to make changes that would conflict with DOI museum management policy.

2. *Can I have data in external databases converted into ICMS?*

The company can convert data from external databases to **ICMS**. You can contact the company to discuss the scope of work and request a quote for their services. You may also be able to import the data, if it is in a format compatible with the Import/Export function in **ICMS**. Re:discovery staff can advise you in this area.

3. *How do I arrange for customization services?*

Contact Re:discovery Software, Inc., to discuss your customization or data conversion needs. Together with the company, you will develop a detailed Scope of Work statement. The company will provide you a price quotation for the cost of the work, and a proposed delivery schedule.

When you and the company agree to the Scope of Work, they can begin working on your customizations. Make sure that you and the company are satisfied that the Scope of Work accurately describes the job you need done.

When your customizations or data conversion is completed and delivered, you will pay for the custom work via government purchase card (preferably using the GSA Advantage web site), or via purchase order issued to the company.

4. *Who pays for customization services?* You pay for the cost of any customization services that you request. You can use money from base operating expenses or other sources to pay customization costs.