

AVANT GARDE

IT Troubleshooting Guide

NTIVA 24/7 IT Support

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EMERGENCY IT ISSUE?

CONTACT YOUR PM & CORP ADMIN CHRIS LOPEZ ALONG WITH NTIVA

- For emergency issues that require immediate attention (i.e., you cannot use your laptop to work), do steps 1-3 on the following slides and forward the ticket # to Chris Lopez and your PM/PL. Get Chris involved/notified right after you call NTIVA. Always address issues when you first see them.
- **CONTACT INFO**
- NTIVA 27/7 Support
 - Phone: 855-NTIVAGC (855-684-8242)
 - Email: support@ntivagov.com
- Chris Lopez
 - Email: chris.lopez@avantgarde4usa.com



EMERGENCY IT ISSUE?

Prompt Communication is Key

STEP 1: CALL/EMAIL NTIVA IT SUPPORT

- Phone: 855-NTIVAGC (855-684-8242)
- Email: support@ntivagov.com

- **Option 1: New Ticket**
 - Your call will be directed to our Service Desk queue, where our intake technicians will begin addressing your new technical issue promptly.

- **Option 2: Existing Ticket**
 - Your call will be answered by our Customer Service Coordinators. If your ticket is assigned to a technician, the coordinator will connect with them to facilitate a hand-off. If the technician is unavailable, your ticket will be prioritized for a callback. For unassigned tickets, the coordinator will engage the responsible team manager to ensure swift prioritization.

STEP 2:

WORK & COMMUNICATE PROMPTLY

Effectively troubleshooting IT issues takes time. NTIVA needs prompt communication, time, and equipment access to diagnose/fix your IT problems properly. Make sure to give NTIVA the info/access they need ASAP and communicate until it's resolved completely. (Some issues require scheduling and follow up)

STEP 3:

ESCALATED IT TICKETS

If the initial NTIVA IT tech is not able to solve your problem, make sure the tech escalates the issue to a higher tech (tier 2 or tier 3). Sometimes this requires scheduling an appointment. Request this and schedule/make the appointment and cc your PM and chris.lopez@avantgarde4usa.com