



Good afternoon,

As a consequence of the move to 140 William Street, and the heavy workload demands arising from the delivery and implementation of the Strategic Information Management System (SIMS), a new help desk and support policy is being introduced for TIMS.

It is recognised that it is critical that effective TIMS support continues to be provided until implementation of SIMS. Therefore the following will occur from the 3rd October 2011:

- TIMS Help desk service requests may only be lodged via email to <mailto:tims.helpdesk@treasury.wa.gov.au> (i.e. there will no longer be a Helpdesk number to call for routine support)
- The TIMS Help desk e-mail contact will handle any queries that relate to technical issues and access related matters.
- Treasury Policy Analysts should be your first point of contact for assistance in relation to the use of the system e.g. accounting issues etc. A guide providing contact information for Treasury analysts, and their relevant agency, will be posted on the TIMS Homepage.
- The Help Desk will address all service requests as soon as possible. Please plan ahead in relation to access requirements as these requests will not be treated as having greater urgency than other queued service requests.
- During peak periods where after hours support is required (e.g. mid-year review, budget) a temporary phone number will be provided. This number will only be answered after hours.

Thank you.

Peter Hagarty
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