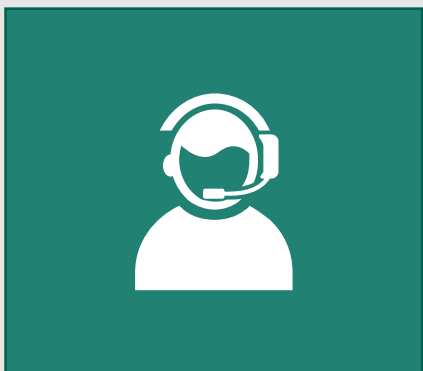




# Overview of the IFMS

## Shared Services Helpdesks from July 3

### IFMS Shared Services Helpdesks



Telephone Lines



Dedicated Email addresses



HSE Shared Services Self Service Portal\*

#### Overview

- As part of the implementation of IFMS, Shared Services will introduce a helpdesk solution to track and case manage queries for the relevant shared services functions; Finance Shared Services, Procurement Shared Services, SAP Centre of Excellence.
- Shared services customers (i.e. end users, staff, public and suppliers) will interface and communicate with the IFMS Shared Services Helpdesk for query case management through the helpdesk solution .
- Access will be via phone, email, and the HSE Shared Services Self Service Portal.
- The email, telephone and portal access channels will offer automated ticketing and routing to the point of resolution ensuring that the queries are answered closest to the point of knowledge.

#### Implementation Principles


- **The helpdesks (both phone and email) will be operational from 3<sup>rd</sup> July 2023. Operating hours will be Mon-Fri 09:00 – 17:00 for all lines.**
- The HSE Shared Services Helpdesk will have 3 phone lines.
  1. Free phone line (1800) will be used for public users
  2. 01 phone line for suppliers
  3. 01 phone line for HSE internal users
- Language options (English/Irish) will be provided for the free phone line (1800) for public users for FSS Income Services. *(Irish options will be available after IG1 post go-live)*
- Calls may be recorded.

\* Access to HSE Shared Services Self Service Portal will be available post IFMS IG1 Go-live.



# Contact Details for IFMS Helpdesk Users

## End Users / Internal Customers

Access Method	Team	Contact Details
	SAP CoE	<a href="mailto:Sapcoe.FinanceProcurement@hse.ie">Sapcoe.FinanceProcurement@hse.ie</a>
	Finance Shared Services (incl. MDU)	Income services: <a href="mailto:payabill@hse.ie">payabill@hse.ie</a> Payment services: <a href="mailto:vendorAPqueries@hse.ie">vendorAPqueries@hse.ie</a>
	Procurement Shared Services	<a href="mailto:Procurement.Helpdesk@hse.ie">Procurement.Helpdesk@hse.ie</a>

### Telephone



All teams

[01 511 9698](tel:015119698)

## Suppliers

Access Method	Query Type	Contact Details
Email	Tenders & Contracts	<a href="mailto:Procurement.Helpdesk@hse.ie">Procurement.Helpdesk@hse.ie</a>
	POs and Invoices	<a href="mailto:vendorAPqueries@hse.ie">vendorAPqueries@hse.ie</a>



[01 511 9700](tel:015119700)

## Patients



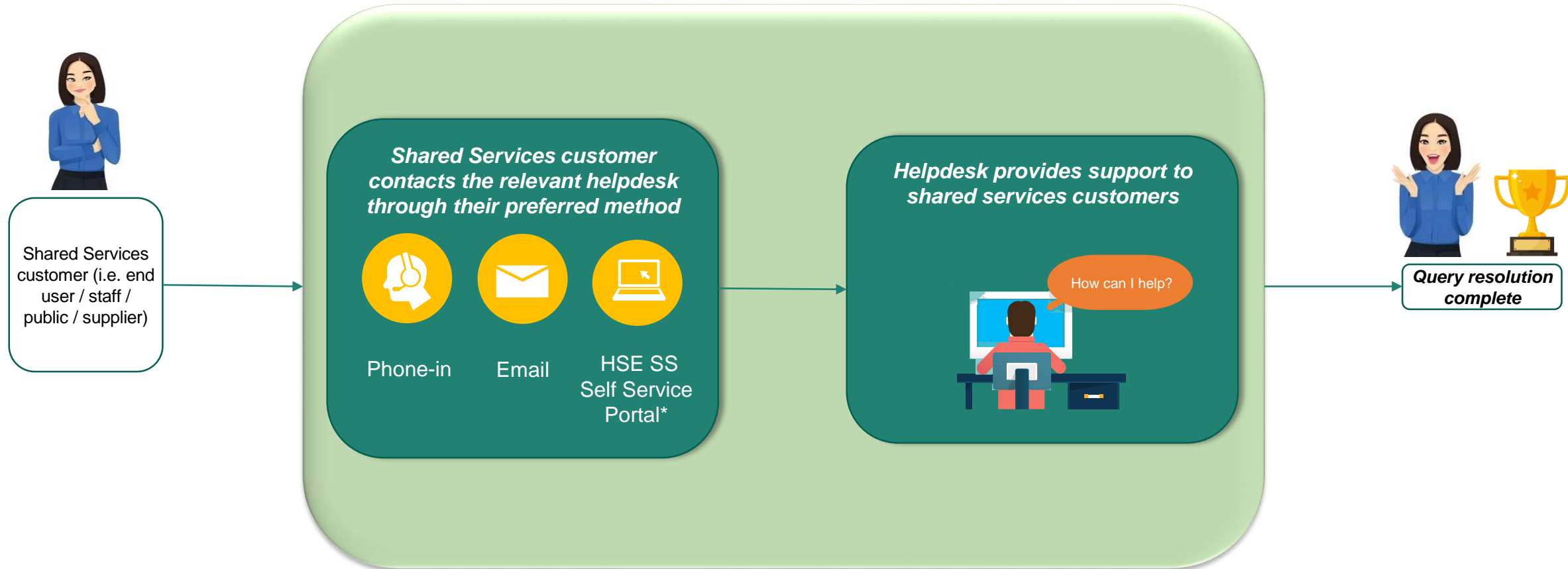
[payabill@hse.ie](mailto:payabill@hse.ie)



[1800 852 445](tel:1800852445)



# Helpdesk User Journey



\* Access to HSE Shared Services Self Service Portal will be available post IFMS IG1 Go-live.