

Access Management System (AMS) Authorizing Agents

Application Role Assignment	Designated Authorizing Agent	Phone	Email Address
BIIS	Mike Broadway	(301) 956-4925	Michael.Broadaway@hhs.gov
eOPF	Yolanda Banks	(301) 443-7059	Yolanda.Banks@hhs.gov
FBIS	Leon Jackson	(202) 422-9564	Leon.Jackson@hhs.gov
	Renu Mishra	(240) 505-7868	Renu.Mishra@hhs.gov
	Ramesh Putumbaka	(202) 240-3307	Ramesh.Putumbaka@hhs.gov
HEAR	Timothy Mitchell	(202) 361-7039	Timothy.Mitchell@hhs.gov
HHS Learning Portal	Joan Bernal	(301) 443-0452	DHSHelp@hhs.gov
	James Gonzalez	(301) 443-0475	DHSHelp@hhs.gov
	Thomas Holscher	(202) 205-8276	DHSHelp@hhs.gov
MACCS/GovNet-NG	Christian Burns	(301) 492-5341	Christian.Burns@psc.hhs.gov
WCD	Vanessa Williams	(202) 205-5087	Vanessa.Williams@hhs.gov
HCAS	Janelle Billingslea	(301) 492-4003	Janelle.Billingslea@hhs.gov
	Thin Pham	(202) 209-4366	Thin.Pham@hhs.gov

OMHA ECAPE	Erin Lonergan	(703) 283-8582	Erin.Lonergan@hhs.gov
	Shakil Khwaja	(571) 777-2790	Shakil.Khwaja@hhs.gov
ACF Interactive Service Management System (ISMS) <small>(formerly known as ACF ServiceNow)</small>	Mary Butler	(443) 286-6730	maryt.butler@acf.hhs.gov
Commissioned Corps Personnel and Payroll System (COPS)	Timothy Dunham	(202) 240-3898	Timothy.Dunham@hhs.gov
FOH FedHealth	Marko Njegovan	(801)524-3478	Marko.Njegovan@foh.hhs.gov
	Jeffrey Rich	(801)524-3128	Jeffrey.Rich@foh.hhs.gov
Consolidated Financial Reporting System (CFRS)	John Chapin	(301) 504-3071	John.Chapin@hhs.gov
	Renu Mishra	(240) 505-7868	Renu.Mishra@hhs.gov
	Ramesh Putumbaka	(202) 240-3307	Ramesh.Putumbaka@hhs.gov

Unified Financial Management System (UFMS)	John Chapin	(301) 504-3071	John.Chapin@hhs.gov
	Ramesh Putumbaka	(202) 240-3307	Ramesh.Putumbaka@hhs.gov
	Renu Mishra	(240) 505-7868	Renu.Mishra@hhs.gov
SAMHSA Strategic	Kara Lampasone	(240) 276-2552	Kara.Lampasone@samhsa.hhs.gov
Work Information and Folder Transfer (SWIFT)	Siobhan Dugan	(240) 276-2327	Siobhan.Dugan@samhsa.hhs.gov
	Long Pham	(240) 276-1074	Long.Pham@samhsa.hhs.gov
EHCM & EWITS Administrator Role	Designated Authorizing Agent	Phone	Email Address
CDC	Kathryn Williams	(404) 498-1896	npk3@CDC.gov
CMS	Kimberly Presco	(410) 786-5513	Kimberly.Presco@cms.gov
FDA	Robin Moore	(240) 402-4320	Robin.Moore@fda.hhs.gov
AHRQ/ HRSA / SAMHSA	Chandra Peek	(301) 237-6660	CPeek@hrsa.gov
IHS HR Center	Janel Bird	(240) 338-8561	janel.bird@ihs.hhs.gov
NCP	Yolanda Banks	(301) 443-7059	Yolanda.Banks@hhs.gov

	Jason Brown	(301) 443-6992	Jason.Brown@hhs.gov
Helpdesks	Designated Authorizing Agent	Phone	Email Address
One-DHHS Tier 1 Helpdesk	Lori Frederick	(202) 969-3371	Lori.Frederick@psc.hhs.gov

Super Administrators (Tier 3)	Joy Chapman	(301) 348-3315	HHSIAM-AMSPMO
AMS User Search Role	Designated Authorizing Agent	Phone	Email Address
	Joy Chapman	(301) 348-3315	HHSIAM-AMSPMO