



# NEWS RELEASE

**UNITED STATES AIR FORCE**

## **HEADQUARTERS STANDARD SYSTEMS GROUP**

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## **FAB shop always there to answer calls**

**MAXWELL AFB, GUNTER ANNEX, Ala** -- Information systems are a vital part of both the military and civilian workforce these days. Equally vital are the troubleshooters who solve computer-related problems at a moment's notice.

Anyone who has ever loaded software onto a computer, then tried again and again to get it to work, can appreciate the Standard System's Group Field Assistance Branch and the work they do. This group of seasoned professionals provides around-the-clock help desk support for more than 111 Air Force -wide automated Combat Support Information Systems around the globe and handles nearly 14,000 calls each month.

"It's our job to provide our customers the information they need to accomplish the mission," Master Sgt. Wayne Whetsell, superintendent of the FAB, said. That help, which is available to system users with any kind of application questions, 24 hours a day, seven days a week, may include anything from forgotten passwords to complex database management.

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**FAB**  
**2-2-2-2**

The FAB consists of an integrated team of 88 active-duty members and contractors, many of whom have prior experience in the field in over a dozen mission areas. “Many of our team has actually used the products in the field themselves and have worked computer related issues for years,” Whetsell said.

FAB analysts are divided into six teams, each specializing in unique software systems. Callers to the FAB first hear an automated message routing them to the team member who can best resolve their problem.

According to Whetsell, it’s rare that the FAB team encounters a problem they can’t solve. “We try to answer at least 75 percent of all calls that come in to the FAB directly,” he said. Only about 25 percent of the calls require the team to contact the software’s developer for assistance.

“We use a knowledge-based program that allows us to search prior problems and solutions,” Whetsell said. “But our biggest asset is the functional experts – the folks that have worked issues in the field for many years.”

Computer users can reach the FAB at DSN 596-5771. “We’re here for our customers – the folks turning the wrench in the field or ordering parts for the jets,” he said. “Operational users are our number one priority.”

According to Whetsell, the FAB is dedicated to providing continued quality service to their customers. “No matter where we are located, what time of day or night it may be, or where our customers call from, we will be here, ready to provide the help they need.”