

# Service Desk

Published: 02.06.2021.



[pd@ic.iem.gov.lv](mailto:pd@ic.iem.gov.lv), [+371 67219111](tel:+37167219111)

The working hours of the Service Desk are 24 hours a day, 7 days a week.

It is the duty of SD operators to find a solution as soon as possible for applications that are mainly submitted by users of the systems maintained by the Information Centre of the Ministry of the Interior. In order to find solutions more efficiently, the applicant should provide as detailed application as possible.

All applications are registered in a unified SD system and operators keep track of the execution time of applications. Communication with the user takes place using various means of communication: telephone, e-mail, fax, etc.

The operation of the Service Desk is provided by the User Support Department of the Information Centre of the Ministry of the Interior.

<https://www.ic.iem.gov.lv/en/service-desk>