



# **CIBMTR Center Support Tickets to Triage to SME**

Greetings,

Change effective Monday March 23, 2020:

All CIBMTR Center Support tickets will be automatically triaged to a Subject Matter Expert. Triaging tickets to Subject Matter Experts will help decrease the response turnaround time, and improving service.

For centers that currently have an assigned CRC, you will receive further clarification in the next 2 weeks with tasks your assigned CRC will help your center with.