**IT SERVICE CENTER**

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**SUMMARY**

The IT Service Center renders assistance to County employees for technical questions and remote assistance for technology problems. The IT Service Center provides a single point of contact to report system outages and resolve technical issues. If your IT problem is not resolved at first contact, our Service Center staff ensure service tickets have all the necessary information required to quickly resolve your IT problem. Some examples of the technical issues reported through the IT Service Center include technology hardware, departmental business applications, issues with remote access, password resets, telephones with no dial tone or malfunctioning handsets, inability to access mainframe applications, slow response time in applications, problems with software on County computer, printer issues and Miami-Dade Portal Internet applications access/availability.

If you are interested in any of the many Information Technology Department (ITD) service offerings, our self-service portal (MyIT) is available for submitting Service Requests. Some examples of services requiring a Service Request ticket are: enhancements to existing business applications, design and development of new business applications, GIS maps, acquisition and activation of wireless devices, creation of accounts on the County's network, remote access requests, acquisition of software or personal computers, etc.

**PROCEDURE**

Reporting an IT-Related Problem

1. Report your IT-related problem via one of the following channels:

| Contact Method | Description | Contact /Hours of Operations |
|---|---|---|
| **Self-Service (Web)** | Create a new problem ticket online. MyIT.miamidade.gov is a self-service site that provides employees with the ability to submit requests, report issues or check the status of tickets they have submitted. | MyIT.miamidade.gov Available 24 hours per day; 365 days per year via your web browser |
| **Call Center (Phone Contact)** | Speak to an IT Service Center agent regarding a new or previously reported problem. | 305-596-HELP (4357) 8AM-5PM  EST Monday – Friday *(excluding County Holidays)* |

2. When reporting your issue via either channel (phone or web), provide the following information:
    a. County Employee ID
    b. Provide or confirm service address/room number

      c.  Contact person (if applicable)/contact phone number
      d.  Access hours (if applicable)
      e.  Device requiring service (if applicable)
      f.  Description of the IT-related problem

3.  When reporting the issue via phone, the IT Service Center agent will perform troubleshooting steps to resolve the problem.

4.  IT-related problems not resolved at first contact, will be routed to the appropriate ITD technical support group or vendor(s) for action. A request number (REQ) will be provided for future reference.

5.  Use MyIT.miamidade.gov, to review the status of your problem or to provide additional details regarding the problem.

6.  Upon resolution of the IT-related problem, you will receive a system-generated survey to gather feedback on your experience with ITD.

<u>Requesting an IT-Related Service</u>

1.  Request new services via one of the following channels:

| Contact Method | Description | Contact /Hours of Operations |
|---|---|---|
| **Self-Service (Web)** | Create a service request ticket online. MyIT.miamidade.gov is a self-service site that provides employees with the ability to submit requests for billable and non-billable service offerings. Additionally, employees may view the status of tickets they have submitted or provide additional information on submitted requests. | MyIT.miamidade.gov Available 24 hours per day; 365 days per year via your web browser |
| **Call Center (Phone Contact)** | Speak to an IT Service Center agent to request non-billable service offerings or inquire on a previously requested service. | 305-596-HELP (4357) 8:00A.M. – 5:00 P.M. EST Monday – Friday *(excluding County Holidays)* |

2.  The IT Service Center (phone) is only available to submit non-billable service offerings or to check the status of your service requests. The IT Service Center staff will refer all employees requesting billable services to the MyIT.miamidade.gov.

3.  When requesting a new service, provide the following information:
      a.  County Employee ID
      b.  Provide or confirm service address/room number
      c.  Contact person (if applicable)/contact phone number
      d.  Access hours (if applicable)
      e.  INFORMS Chart of Accounts for billable services (Department, Account, Fund, Grant)

        f.   Description of requested service
        g.  Attach any required specifications

4. Upon submittal of your service request, you will receive a system-generated confirmation email.

5. For Engineering & Design or Network requests, a site assessment may be required. ITD personnel will call to schedule a site visit to determine the resource and material requirements. ITD will subsequently advise the requestor as to when the necessary work will be performed and provide an estimate of costs associated with the request if work cannot be completed before the requested date, the requestor will be notified in advance.

6. Services required to fulfill the service request will be charged to the Chart of Accounts indicated by the requestor.


**CONTACT(S):**
**Department/Division**
Information Technology Department (ITD) / Service Management