

COMPUTER REPORTS

SUMMARY

Requests for computer reports, other than those from the Financial Accounting Management Information System (FAMIS), are made through the Information Technology Department (ITD). The following procedure explains how to request these reports.

PROCEDURE

New Reports

1. Customers can contact the IT Service Center through one of the following methods:

Contact Method	Description	Contact / Hours of Operations
Self-Service (Web)	Create a new problem ticket online. The Self-Service Site provides the ability to check status of all cases.	http://intra.miamidade.gov/technology/service-requests.asp Available 24 hours a day, 365 days of the year
Call Center (Phone Contact)	Speak to an IT Service Center representative regarding a new or existing problem or request.	305-596-HELP (4357) 7AM-5PM EST Monday–Friday (excluding County Holidays)

2. Be prepared to provide the following information:
 - a. Department/division
 - b. Contact person/telephone number
 - c. Access hours (if applicable)
 - d. Index code (if applicable)
3. The IT Help Desk staff will attempt to fulfill the Service Request at first contact.
4. Service Requests not fulfilled at first contact, will be escalated by the IT Service Center to the appropriate ITD Application Development personnel for action. A case (Ticket) number will be provided to the customer for future reference.
5. Application Development personnel will create a computer program to generate the report and will coordinate its delivery to the requestor. When applicable, ITD personnel will notify requestor whether or not the report is available in the requested format and when the report will be delivered. The primary form for ITD to provide reports is online. However, ITD will work with any customers that require printed reports to support their business needs.
6. Services required to fulfill the service request will be charge to the requestor's budget.

Missing or Lost Reports

1. Customers can contact the IT Service Center through one of the following methods in order to report a problem or a missing/lost report:

Contact Method	Description	Contact / Hours of Operations
Self-Service (Web)	Create a new problem ticket online. The Self-Service Site provides the ability to check status of all cases.	http://intra.miamidade.gov/technology/service-requests.asp Available 24 hours a day, 365 days of the year
Call Center (Phone Contact)	Speak to an IT Service Center representative regarding a new or existing problem or request.	305-596-HELP (4357) 7AM-5PM EST Monday–Friday (excluding County Holidays)

2. Be prepared to provide the following information:
 - a. Department/division
 - b. Service address/room number
 - c. Contact person/telephone number
 - d. Access hours (if applicable)
 - e. Problem description
3. The IT Service Center staff will attempt to fulfill the Service Request or Resolve the problem at first contact.
4. Service Requests or problems not resolved at first contact will be escalated by the IT Service Center to the appropriate ITD technical support group or vendor(s) for action. A case (Ticket) number will be provided to the customer for future reference.

CONTACT(S):

Department/Divisions

Information Technology Department/Production Job Scheduling Section