

REQUEST FOR COMPUTER EQUIPMENT

SUMMARY

This procedure explains how to request the installation, relocation and/or removal of computer equipment.

PROCEDURE

Requesting a Service

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. MyIT.miamidade.gov isa self-service site that provides customers 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. Once a Service Request is submitted, the customer will be provided a request (ticket) number for future reference. Please note that ITD will work on the fulfillment of a Service Request related to procurement of equipment only once the departmental liaison has processed the required approvals, including validating the Chart of Account fields (INFORMS Dept ID, INFORMS Fund, INFORMS Account, and INFORMS Grant) from the respective department.
3. The IT Service Center staff can enter a Service Request for the customer and the workflow process of the service requests will route accordingly.
4. In case of an emergency, contact the IT Service Center directly by telephone with an explanation of the urgency of the situation. All required approvals should be obtained first so that service may be arranged expeditiously.

CONTACT(S):

Department/Division

Information Technology Department/Service Management Division