

## REQUEST FOR GIS TECHNICAL SERVICES

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### SUMMARY

The Information Technology Department (ITD) is responsible for the support of the enterprise Geographic Information Systems (GIS) infrastructure. The support is divided in four groups: Geospatial Infrastructure Support, Geospatial Data Management, Geospatial Solutions, and Geospatial Utility Solutions. Multiples GIS-related services are available to County departments: GIS Application Hosting Services, GIS Data Management Services, ArcGIS Desktop Software, ArcGIS Online, GIS Web Services, GIS Data Access, GIS Large Format Printer Access, General Use Layer Maintenance (Street and Address), GIS Training Coordination, GIS Technical Assistance, Special GIS Data Requests, GIS Data Subscription Service, Autodesk Software License Management Services.

### PROCEDURE

1. Customers must submit request through one of the following contact methods:

Contact Method	Description	Contact / Hours of Operations
Remedy	Create a new request online. The Remedy site provides the ability to check the status of the requests.	<a href="https://miamidade-myit.us.onbmc.com/dwp/app/#/catalog">https://miamidade-myit.us.onbmc.com/dwp/app/#/catalog</a> 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 information describing your request.
3. The request is routed to one of the supporting groups for action.
4. The status of the request will be available in the Remedy site.

### CONTACT(S):

#### Department/Divisions

Information Technology Department/Geospatial Technologies Division