

REQUEST FOR APPLICATION SERVICES

SUMMARY

The Information Technology Department (ITD) provides application services for the development and maintenance of information technology applications on an enterprise, consortium, or department specific basis. Services include, but are not limited to, application maintenance and development activities for Geographic Information System (GIS); Enterprise Asset Management System (EAMS); Electronic Content Management (ECM) and Enterprise Resource Planning (ERP); Customers have a choice to pay for these services on an hourly, semi-annual, or annual basis.

PROCEDURE

Requesting New Application Service

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

Contact Method	Description	Contact / Hours of Operations
Self-Service (Web)	Create a new Service Request online. The MyIT Self-Service Portal provides the ability to create and check the status of all Service Requests.	https://myit.miamidade.gov 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) 8AM-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. Index code
 - f. Description of services being requested
3. Once the request is processed, a confirmation message will be sent for authorization to complete the work, and for future reference. The service request is then routed to the appropriate Application Services Unit. A staff member from that unit will contact the customer to discuss the nature, scope and priority of the request.

Enhancements and new development work will be prioritized with the customer. Mandated changes or production errors will take priority over other less critical enhancements and new development activities. Criticality of request is taken into consideration for scheduling work.

4. Once approval to proceed is received from the customer, along with a valid source of funding (if applicable), the work is scheduled.
5. After the work is completed, the particular Application Services Unit schedules the deployment of the new/revised functions in consultation with the customer and in accordance with ITD's hardware software scheduling process. The service is then implemented into production.
6. Customer may be contacted by IT Service Center to assess satisfaction with service.

Reporting an Application Problem

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 Service Request online. The MyIT Self-Service Portal provides the ability to create and check the status of all Service Requests.	https://myit.miamidade.gov 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) 8AM-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. Index code (if applicable)
 - f. System/Application requiring service (if applicable)
 - g. Network/Device requiring service (if applicable)
 - h. Problem description
3. The IT Service Center staff will attempt to resolve the problem at first contact. Problems not resolved at first contact will be escalated by the IT Service Center to the appropriate ITD application support group or vendor(s) for action. A case (Ticket) number will be provided to the customer for future reference.
4. Upon resolution of a problem, customers will be contacted by phone and/or email regarding the status of the case. In addition, customers can check the status of their problem or request 24 hours a day, 365 days of the year, online by visiting <https://myit.miamidade.gov>.

CONTACT(S):

Department/Divisions

Information Technology Department/ Service Management Division