

## REQUESTING DEPARTMENTAL TELECOMMUNICATION USAGE REPORTS SUMMARY

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### SUMMARY

In accordance with A.O. 5-5, each Department Director is responsible for establishing guidelines for acceptable use of County's telecommunication resources. The Information Technology Department (ITD) provides telecommunication inventory, usage and cost reports for telephone, long distance, and wireless services to be used by departments to ensure the appropriate and proper use of the assigned resources.

ITD provides telephone usage and wireless usage analysis reports for departments to review and evaluate to determine the most efficient and cost-effective rate plan for their operational requirements.

### PROCEDURE

1. Authorized Departmental Liaisons can view online telecommunication cost reports through the On-Demand system and can request access by submitting a Service Request.
2. Authorized Departmental Liaisons can request a telephone usage/or wireless rate plan analysis by submitting a Service Request.
3. The authorized Departmental Liaisons can submit a Service Request through one of the following methods:

Contact Method	Description	Contact / Hours of Operations
Self-Service (Web)	Create a new Service Request online. The Self-Service Site provides the ability to check the status of all Service Requests.	<a href="http://intra.miamidade.gov/technology/service-catalog.asp">http://intra.miamidade.gov/technology/service-catalog.asp</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)

4. Once a Service Request is processed, the customer will be provided a case (ticket) number for future reference. Please note that ITD will assume that, when a Service Request is received, the liaison will have all required approvals from their respective department.

### CONTACT(S):

#### Department/Divisions

Information Technology Department/Service Management Division