

## REQUEST FOR WIRELESS SERVICE/EQUIPMENT

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### SUMMARY

This procedure explains how to request new service connections, upgrades, disconnections, transfers, and surplus/disposal of wireless equipment and services. The devices include, but are not limited to, iPhones, Android, flip phones, air-cards, satellite phones, and accessories.

Pursuant to A.O. 5-5, all wireless telecommunication devices to be used by County departments must be approved by the respective Department Director and Chief Officer. All departmental requests must be submitted with the appropriate service and operational justification, as well as the necessary approvals to the Information Technology Department (ITD). It is the responsibility of the Department Directors to review, approve, monitor, and manage the assignments and day-to-day use of wireless devices assigned to their departmental staff.

Each telephone device placed into service or retained in service must be assigned to a county employee by name and employee number. In the event that the device is to be used as pool/rotating device, a name must also be associated to it for control and inventory purposes. ITD has designated a Communication Service Representative (CSR) for each County department to assist with delivery of services and the maintenance of telephone inventory/service records. Currently, most departments have an authorized Departmental Liaison that coordinates the submission of these requests.

Emergency requests for telecommunication services are allowed under special circumstances only and requires an email from the Department Director for the immediate term and a Wireless Telecommunication Devices Approval Form if the service is to be continued beyond thirty (30) days.

ITD provides all Department Liaisons with a listing of all transfers and terminations, and it is the County departments' responsibility to inform ITD of any changes/transfers of the assigned devices by contacting IT Service Center (305-596-4357). ITD will ensure that unwanted services are promptly re-assigned/disconnected, services terminated, and billings discontinued as needed. It is the County Department responsibility to review ITD telecommunication billing monthly and advise if any discrepancies.

### PROCEDURE

1. Authorized Departmental Liaisons must 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)
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2. Before a Service Request can be processed, a Wireless Approval Form signed by the requestor, the requestor's supervisor, and the requestor's Department Director must be completed and submitted to the CSRs via e-mail. ITD will not assume responsibility for obtaining the approval. The Wireless Approval Form is available at: <https://miamidadecounty.sharepoint.com/sites/ITD-Intra/SitePages/ServiceMgmt.aspx>
3. Once a Service Request is submitted, the customer will be provided a case (ticket) number for future reference.
4. Once all the necessary paperwork is received, the assigned CSR will work with the Departmental Liaison to confirm approvals, if necessary, and to ensure that the requested service is provided. The CSR will close the service request.
5. Pursuant to A.O. 5-5, ITD manages and maintains physical inventory of telecommunication wireless devices. The CSR will remove and recover any wireless device disconnected from service. This includes the surplus/disposal of defective wireless devices. It shall be the responsibility of the Departmental Liaison to notify ITD when a device is to be disconnected or for any other service change.
6. In case of an emergency, i.e., stolen equipment, toll fraud, or establishment of emergency service, contact the IT Service Center directly by telephone with an explanation of the urgency of the situation. All required approvals should be obtained prior to contacting ITD so that service can be expedited. Additional charges may apply for emergency service.

**CONTACT(S):**

**Department/Division**

Information Technology Department / Service Management Division