

REQUEST FOR TELEPHONE SERVICES/EQUIPMENT

SUMMARY

This procedure explains how to request new services, upgrades, disconnections, transfers, and surplus/disposal of telephone equipment and services. The services include, but are not limited to telephone sets, VOIP telephone, Soft Phone, and accessories.

Each telephone placed into service or retained in service must be assigned to a County employee by name and employee number; in the event that the service equipment is to be used as pool/rotating, the section's supervisor's name should be used for control and inventory purposes. The Information Technology Department (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.

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.	http://intra.miamidade.gov/technology/service-catalog.asp 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. Once a Service Request is submitted, 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 approval from their respective department.
3. The designated CSR will contact the customer to review the work description, location, contacts, designee, and charge code. For more complex requests, The CSR may request and/or schedule a site visit to assess the resource and material requirements within two (2) business days of receipt. They will subsequently advise the customer as to when the work will be performed. If the work cannot be completed within the agreed timeframe, the customer will be notified in advance with a justification.
4. ITD will provide an estimate of the cost(s) and timeframe for completion associated with the desired request to the customer for authorization when required. If the customer requests

that the work be performed after hours, additional charges such as overtime will apply and must be approved by the requesting department in advance.

5. Pursuant to A.O. 5-5, ITD manages and maintains physical inventory of telecommunication equipment. The CSR will remove and recover any device disconnected from service. This includes the surplus/disposal of defective 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, compromised long distance PIN code, or establishing 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 may be expedited. Additional charges may apply for emergency service.

CONTACT(S):

Department/Division

Information Technology Department /Service Management Division