Department of Information Technology
Online Work Request Database
OVERVIEW

DoIT has developed a web-based application that will allow you to submit a work request online in order to request Telecommunications' services. This system is designed to replace the current practice of producing a multipart paper request and sending it to your departmental authorized signers, who then forward the request to DoIT for processing. By utilizing the functionality of this system you will have the ability to track all work requests you as a user have submitted, when your authorized signer has approved your request, and when DoIT has received the request for processing.

As an authorized signer you will be notified via email as soon as your departmental users submit a request. You will be able to review and approve requests electronically. Once approved, DoIT will then have the ability to begin processing the request. Eliminating the time to send your request through a transmittal to obtain an authorized signature, and then to reach DoIT, will save potentially days of waiting for action to be taken on your request.

In order to use this system you must have access to the County Intranet whether through the wide area network or VPN access, and be set up with a UserID and password. We are hoping to have all departments using this new system within the next couple of months. Please contact DoIT's Customer Service Center at 3-1250 to submit information necessary for your UserID to be established.

If you have any questions regarding this new process please contact Debra Jones at 3-1203.