

DHS Request and Service Desk Changes

The Office of Administrative and Information Management Services (AIMS) will soon be launching a new application that will change the way DHS staff members submit requests and ask for help.

Seeking to improve service delivery systems and user satisfaction, AIMS has spent the last year conducting meetings with DHS staff and stakeholders to explore needs. As a result, a partnership has been formed with EasyVista IT Service Management Solutions to design a portal that will manage equipment, application requests as well as help/incident requests – all in one place. The new portal will replace both RemedyForce and DHSRequest in early 2017.

“With DHS’s continued growth, streamlining and improving processes has become increasingly important,” said Virginia Laboy, administrative assistant in AIMS and one of the project leads. “With this portal, people will get the tools they need, when they need them. This ultimately will provide increased efficiency and enhanced service for our consumers.”

To personalize the portal, AIMS will be seeking staff input on potential names. Information on the naming survey and application trainings will be coming soon. For more information, please contact Virginia Laboy at Virginia.Laboy@allegHENYcounty.us or 412-350-3184.