

## **iService simplifies request and incident management**

On March 13, the Department of Human Services (DHS) launched the iService portal, a software tool replacing both RemedyForce and DHSRequest.

The iService portal, created through a partnership between DHS and EasyVista IT Service Management Solutions, is designed to assign incident requests and service tickets into one centralized location and manage distribution of office equipment. The application will use the same log in credentials as a computer, requiring no separate usernames or passwords. Users may access the iService portal at <https://servicedesk.alleghenycounty.us>.

Unlike the previous systems, iService will allow requests for both equipment and services (e.g. onboarding of a new employee, password resets, etc.) to be integrated into one request. This will create a seamless flow of information, and permit Service Desk staff to track all tickets for response time and resolution to closure. Overall, the goal of using the new portal is to increase DHS productivity.

To familiarize users with the new portal, a [training video](#) has been created that provides an overview of iService and its usage. Individuals needing additional information, should contact the Allegheny County DHS Service Desk at 412-350-4357 (option 2) or [servicedesk@alleghenycounty.us](mailto:servicedesk@alleghenycounty.us).