5 REASONS TO BE EXCITED ABOUT THE NEW GSD SERVICE PORTAL

Using Technology to Improve City Services

1. **More Customer Service**

City employees can now use the GSD Service Portal at [https://gsdserviceportal.lacity.org](https://gsdserviceportal.lacity.org) to submit requests for services. Those requests are assigned via a mobile application to a technician to complete, resulting in quicker response times.

The GSD Service Portal was designed to address issues and problems occurring in City facilities, ranging from an out of order elevator to non-functioning air conditioning.

2. **Better Communication**

Once a work request is submitted, there are a couple of ways to get updates. One way is that users are notified via emails when their request is submitted, if it is delayed, and when work is completed. Users can also track the status through the Portal in the Process tab.

The GSD Service Portal is visually driven and easy to use. It can be accessed through a computer, tablet or any smartphone with internet access.

It takes just a few short clicks for users to submit information about the request to create a work order in the system which is transmitted to the appropriate shop. Users can also submit pictures of the issue they are reporting or add other notes. This assists the technician in the field better understand the issue.
3. Providing Quality of Service with Environmental Awareness
Since the GSD Service Portal is tied to the new Asset Management System, work requests are electronically routed to the correct GSD district and shop and then to the assigned technician’s mobile device. Because the entire process is automated, paper-generated work orders are eliminated and paper consumption reduced.

4. Public Access to Data
Access to data is very important – City residents and employees can request and download information about the City’s surplus property inventory; submit requests or inquiries about City-owned filming locations; and submit scheduling requests for community events and rallies at specific City locations.

5. More Tiles to Come
New tiles are on the horizon for other service work requests such as keys, locks and moving services. GSD is also planning tiles which will streamline coordination with other City departments and elected officials for certain City special events, such as heritage month celebrations and press conferences.