DATE: October 22, 2018

TO: Heads of All City Departments (Except LADWP, LAWA and Harbor)

FROM: Tony M. Royster, General Manager
       Department of General Services

SUBJECT: **GSD SERVICE PORTAL**

The Department of General Services (GSD) recently rolled out the GSD Service Portal, at [https://gsdserviceportal.lacity.org](https://gsdserviceportal.lacity.org). It is a new web-based tool available to City employees which can be used to request maintenance and repair work at GSD maintained City facilities by selecting from the following tiles or applications for the service required:

- Plumbing
- Electrical
- Concrete, Fencing and Welding
- Elevators, Escalators and Lifts
- Carpentry
- Appliances (such as refrigerators and dryers)
- Heating, Ventilation and Air Conditioning
- Outdoors (such as graffiti or a broken bench)
- Sign and Paint
- Pest Control

The public and City employees can also use the GSD Service Portal to 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 specified City facilities.

Employees who have requested service will receive email updates on the status of their requests. They also can and track their requests and communicate with the new GSD Work Control Center if there are any changes or questions regarding their request using the Portal.

The GSD Service Portal is tied to the department's new integrated work management system or Asset Management System (AMS). This means work requests are electronically routed to the correct district, shop and sent to the field technician's mobile device so work can begin, thereby eliminating paper-generated work orders and expediting processing time. If the work requested is done by another department, the request is forwarded to the correct department for processing.

Please try out our portal at [https://gsdserviceportal.lacity.org](https://gsdserviceportal.lacity.org). A link will also soon be available on InsideLA.org and the GSD website. Attached is a **GSD Service Portal Guide**, as well as a document to share with your employees on **Five Reasons to be Excited about the New GSD Service Portal**.

If you have any questions or need further information, please contact Amy Benson at amy.benson@lacity.org.

Attachments