To: All Locations

From: Information Technology Services

Information Technology Services (ITS) has developed a web based system for requesting Add, Move or Changes (AMC) system for requesting such action. This system will allow ITS to schedule appropriate resources to complete all changes in an expedient manner. Effective immediately, please direct all Add/Move/Change requests to the AMC website at: <http://amc.dadeschools.net>. Do **not** send AMC requests to 9410TE or 9410TELE through CICS or Outlook e-mail, all request must be made via the AMC website.

All requests will be reviewed by the ITS staff who will contact the requestor to schedule a date and time. All requests are based on the following which must be indicated at the time of the request:

- **Add** - The addition of a new MDCPS employee and/or the new installation of voice services and/or computer equipment.
- **Move** - The movement of an existing MDCPS employee from one physical location to another, resulting in the move of related voice services and/or computer equipment.
- **Change** - The addition or deletion of the existing configuration of hardware / software / services at a workstation for voice or computer equipment (i.e., name change, voice mail, peripherals, ITS approved and licensed software).

If your requests involve multiple adds, moves and changes then please note this in one request, in the comments section. ITS staff will contact you to schedule and discuss your requests.

At the time of the request users should have information related to the type of action needed. This information is not required but will expedite your request. The information requested could include:

- **Voice** - telephone manufacturer, extension number(s), type of service requested (voice mail, long distance)
- **Data** - type of Property Control Number, manufacturer
- **Software** - description of software

Questions regarding the use of the AMC system should be directed to Support Services at 305-995-3705(0).