

## Completing an OHD Request for the Office of Geospatial Information (OGI)

On-Line Help Desk (OHD) is the system that is to be used to request assistance from ITSD. The system is accessed at <https://helpdesk.mo.gov>. Within OHD, activities that fall under the jurisdiction of the Office of Geospatial Information (OGI) are found under **“Enterprise GIS Support”**. There are several categories. Selection of a category activates a second subcategory list to the right. This guidance has been developed to help you decide which category and subcategory to choose when making a request from OGI.

**ITSD Help Desk Ticket**

To send a Help Desk ticket to ITSD, complete and submit the form below.

Name:	<input type="text" value="OGI Customer"/>		
Site:	<input type="text" value="ITSD - GIS - Truman"/>		
Address:	<input type="text" value="301 West High Street"/>		
City:	<input type="text" value="Jefferson City"/>		
Phone:	<input type="text" value="5735555555"/>		
Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="- Select -"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text" value="- Select -"/>		
Issue:	<div><div>Analysis/Maps</div><div>GIS Data</div><div>GIS Server</div><div>Global Positioning System(GPS)</div><div>Map Document/Project File Supp</div><div>Software Install</div><div>Software License Purchase</div><div>Software Maintenance Renewal</div><div>Software Support</div></div>		

☐ Attach File

Create Ticket

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Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Analysis/Maps"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text"/>	<input type="text" value="- Select -"/>	
Issue:	<div><div>GIS Analysis</div><div>GIS Printed Map</div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Analysis/Maps

Use the following criteria when you select Analysis/Maps.

- **GIS Analysis:** Should be selected for most GIS projects that involve data manipulation and processing, regardless if the end product is a table or a printed map. Also use for geocoding of data that requires extensive clean up and data preparation by OGI staff. **If data file for geocoding has been prepared in advance by the requester, use *Map Document/Project File Supp* and select, *ArcGIS Desktop*.**
- **GIS Printed Map:** Should be selected when requesting that a map be printed from a previously completed project. No data manipulation is required.

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Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="GIS Data"/>	<input type="text" value="- Select -"/>	<input type="text" value="- Select -"/>
Subject:	<input type="text"/>		
Issue:	<div><div>Design and Development</div><div>Distribution and Exports</div><div>Load New</div><div>Load Update</div><div>Restore</div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### GIS Data

Use the following criteria when you select GIS Data.

- **Design and Development:** Use when requesting assistance in the development and design of geospatial data models and databases.
- **Distribution and Exports:** Use for data request (e.g. customer needs copy of Hospitals shapefile).
- **Load New:** Select if new data needs to be uploaded to a server or GIS data library.
- **Load Updated:** Select if updated data needs to be uploaded to a server or GIS data library.
- **Restore:** Use when previous data needs to be restored to a server or GIS data library.

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Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="GIS Server"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text" value=""/>	<input type="text" value="- Select -"/>	
Issue:	<div><div>ArcGIS Server Services</div><div>ArcIMS Server Services</div><div>ArcSDE Server Services</div><div>Interactive Web Map</div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### GIS Server

When requesting work related to web mapping select the GIS Server category. This includes the creation of web services, maintaining and updating web services, and the development of web mapping applications. Use the following criteria when selecting a subcategory.

- **ArcGIS Server Services:** Creating new web services, maintaining web services, stopping or restarting web services.
- **ArcIMS Server Services:** Creating new IMS services, maintaining IMS services, stopping or restarting IMS services.
- **ArcSDE Server Services:** Creating or maintaining ArcSDE services only. **For loading or updating data in ArcSDE select the *GIS Data* category.**
- **Interactive Web Map: Developing:** Developing or updating web mapping applications (e.g. FLEX, ArcGIS Explorer Online)

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Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Global Positioning System(GPS)"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text" value="Data Dictionary"/>		
Issue:	<input type="text" value="Hardware"/>		

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Create Ticket

### Global Positioning System (GPS)

Use this category when requesting assistance with setting up or developing a data dictionary or for technical assistance related to Global Positioning System (GPS) hardware.

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Agency:	<input type="text" value="Enterprise GIS Support"/>	<input type="button" value="v"/>	
Location:	<input type="text" value="Enterprise GIS Support"/>	<input type="button" value="v"/>	
Category:	<input type="text" value="Map Document/Project File Supp"/>	<input type="button" value="v"/>	
Subject:	<input type="text"/>	<div><input type="button" value="v"/> - Select - ArcGIS Desktop ArcGIS Explorer ArcReader</div>	
Issue:	<div><input type="text"/></div> <div><input type="button" value="v"/></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Map Document/Project File Support

Use this category when requesting technical support related to project development. This would include requesting help with setting up a project, questions about how to undertake analysis, or questions about how to create a project within ArcGIS Explorer. This category should also be used when requesting the geocoding of a data file where preparation has been completed by the requester. **For geocoding that requires extensive cleanup and data preparation by OGI staff, use the *Analysis/Maps* category and select, *GIS Analysis*.**

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Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Software Install"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text"/>		
Issue:	<div><div>- Select -</div><div>ArcGIS Desktop</div><div>ArcGIS Explorer</div><div>ArcReader</div><div>GPS Software Installation</div></div> <div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Software Install

Select this category when requesting installation of geospatial software. Make sure to select the type of software that you are requesting for installation.

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Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Software License Purchase"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text"/>		
Issue:	<div><div>- Select -</div><div>Approval</div><div>Suggestions</div></div> <div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Software License Purchase

This category is used when inquiring about a purchase or requesting approval for a purchase of geospatial software.

- **Approval:** When requesting approval to purchase software.
- **Suggestions:** Use when inquiring about software or requesting a quote for purchase.



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Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Software Maintenance Renewal"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text" value=""/>		
Issue:	<div><div>- Select -</div><div>Approval</div><div>Suggestions</div></div> <div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Software Maintenance Renewal

This category is used when inquiring about a purchase or requesting approval for the renewal of geospatial software maintenance.

- **Approval:** When requesting approval to renew maintenance.
- **Suggestions:** Use when requesting a quote for maintenance renewal.

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Agency:	<input type="text" value="Enterprise GIS Support"/>		
Location:	<input type="text" value="Enterprise GIS Support"/>		
Category:	<input type="text" value="Software Support"/>	<input type="text" value="- Select -"/>	
Subject:	<input type="text"/>		
Issue:	<div><div>ArcGIS Desktop</div><div>ArcGIS Explorer</div><div>ArcMAP Custom Tools/Applicatio</div><div>ArcReader</div><div>GPS Software Support</div></div>		
<input type="checkbox"/> Attach File			
<input type="button" value="Create Ticket"/>			

### Software Support

Select the Software Support category for technical issues related to GIS or GPS software or for general questions on software functionality. Make sure to select the type of software that you are requesting the support.

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Name:

Site:

Address:

City:

Phone:

Agency:

Location:

Category:

Subject:

Issue:

☐ Attach File

## Completing the OHD Ticket

Once you have selected the categories that best represent your request, complete the **Subject** and **Issue** description. Be as descriptive as possible. This will ensure that the request can be assigned to the OGI staff member that can best complete your request.

If you have additional information you would like to attach to the request (e.g. Customer Service Request, screenshot of an error), select “**Attach File**”. Attachments in OHD are limited to 10 MB.

## Questions

If you have any questions on completing an OHD request for the Office of Geospatial Information (OGI), email us at [MO.GIS@oa.mo.gov](mailto:MO.GIS@oa.mo.gov)