

OTC Service Desk Application Support Questionnaire for creating and assigning Service Requests.

New Applications added in the City of St. Paul

Instructions: Complete the following list of questions. Answer all questions, if not applicable to the application, then list N/A.

Service Desk Staff will use this information to identify any needed Amanda Work Groups and Work types for assignment of Service Requests.

Name of Person completing this survey:

Date Completed: 6/15/2011

1. Application Name: LPR
2. Other Names for this Application: License Plate Recognition
3. Production Date for City of St. Paul: 2008?
4. Description of Application: Installed on squad laptops, conducts reads of license plates. Alarms on stolen or wanted vehicles/people. Stores data (and photographs) on LPR server.
5. Department(s) where Application is used: POLICE
6. User Account Required for Access: yes
7. Active Directory Account is used: Yes/No (Active Directory Integrated?): NO
8. *Who Creates New Accounts?: Unknown, contact Technology Unit if requested
9. *Who Authorizes New Accounts? Still working out details, was A/C Reed, not sure who now, might be Commander Coyle. Will deal with individual requests.
10. Password requirements:
 - Length: N/A
 - Format (i.e. strong passwords required? Special characters, Upper & Lower Case, Numbers, etc.. N/A
11. *Who resets Account Passwords? Unknown, Glen Pettit?
12. *Who retires, disables and/or removes accounts? Unknown

*** Provide the complete name, department and telephone number of all persons listed.**

Page 1 of 2
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13. Client Software Install required or web based application? Web Based for searching, laptops is a client installed application. Vendor assists in installation along with Glen Pettit.

14. Is this application installed on a City Server? If so list name of server. Server name is [REDACTED]

15. Supported browsers and URL to the application (if web based application): Unknown

16. *Who provides training for this application?: Autotheft unit

17. Is there a Frequently Asked Question site or Training site for this application?: No

18. *Who supports this application?: Vendor and OTC

19. *Who should enhancement requests be referred to?: Vendor

20. Common troubleshooting steps and solutions:
Provide documentation or link.

*** Provide the complete name, department and telephone number of all persons listed.**

Page 2 of 2
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