

## GEOMATICS SERVICE REQUESTS

The Geomatics Service Request database provides TRCA staff with a convenient and efficient method for requesting either GIS services or data. Common services provided by the GIS staff include;

- Mapping
- Georeferencing
- GPS Deployment and Management
- Spatial data creation and management
- Spatial data extraction and processing
- Geo-Spatial Modelling
- Geo-Spatial Analysis
- Geo-Spatial Web-Application Development

Spatial databases maintained by GIS staff include;

- Education
- Environics
- Flood Plain Mapping
- Geologic
- Historic Photos
- Landuse
- Monitoring
- Natural Heritage
- Policy
- Property
- Restoration
- Source Water Protection

The GIS group maintains or supports several additional spatial and non-spatial databases for various TRCA divisions. Please contact a GIS staff member for more information.

Any staff member can request a GIS service or data by submitting a Geomatics Service Request through Lotus Notes. The process is simple and straightforward.

1. Navigate to the Geomatics Service Request database in Lotus Notes.
  - a. Click on the Open button in the upper left hand corner of the window.
  - b. Scroll down to Applications and select Open an Application from the side-menu.
  - c. Select Notes02/TRCA from the Look In drop-down menu
  - d. Navigate to, and open Apps folder
  - e. Once inside the Apps folder select the Geomatics Service Request
2. Once inside the Geomatics Service Request database you can create a new service request by selecting New Service Request from the upper left hand corner.
  - a. Once selected a new window will open up where you will be prompted for information related to your request. You are required to complete the **bolded** fields. *Italic* fields will be populated by GIS staff.

- i. **Topic** (A concise topic heading for your request.)
  - ii. **Location** (The facility or office where you're located)
  - iii. **Category** (The division or sub-division to which you belong or the division/project for whom the request is being submitted.)
  - iv. **Required by** (The date by when the project is required. The standard turn-around is two weeks. For urgent requests we will do our best to accommodate.)
  - v. *Assigned To* (This is the GIS staff member who has been assigned the request. If you've worked previously staff member who is familiar with your project or request you can indicate this in the additional details and we'll do our best to assign the request to them.)
  - vi. *Closed Date* (The date on which the request was completed/closed)
- b. Use Additional Details to provide detailed instructions and relevant information to the request. You can also attach images, drawings and tables related to the request under this field.
  - c. Once all the required information has been provided and you're satisfied with your request you can click Save & Close. Upon selecting Save & Close your request will be added to the database queue until it is assigned to a GIS staff member. Once it has been assigned you'll receive an email which you can use as a thread to communicate with the staff member working on your request.