A Telecom Coordinator Guide to CSC Services

04/24/2017

Overview

At the most basic level, the **DoIT** Department of Innovation and Technology (DoIT) is a vendor and you are our customer. DOIT provides telecommunications products and services to State of Illinois agencies, boards, commissions and educational institutions (collectively known as "agencies"). Each agency has a person or a group of people who are responsible for the ordering of new telecommunications products and services, maintenance of such, and keeping track of new developments and other ancillary services. These individuals are called **telecommunications coordinators**.

As a telecommunications (telecom) coordinator, you are the key to the whole process. This guide provides the basic knowledge you need to work seamlessly with DoIT in fulfilling your agency's needs.

DoIT Mission Statement

To be a unified team that offers reliable and effective technology solutions to enable our customers to serve the people of the State of Illinois and achieve enterprise success.

The following goals are only part of this mission:

Analyze current and future state communications needs

Seek new and expanded methods for providing service

Identify complimentary or offsetting services

Expand master contracts for equipment and service addressing specific needs

Optimize equipment value and service offerings

DoIT Mission Statement

Establish reasonable and effective standards to guide procurement and service decisions

Improve consulting services for new products, systems and major expansions

Seek tool unification, automate processes and refine operational methods and procedures

Mange vendor performance and monitor service level agreements with all telecommunications vendors

Improve reporting and monitoring processes and procedures

Improve agency training programs

 Department of Innovation and Technology. While there are a large number of divisions within the DoIT organization, as a telecommunications coordinator, you will primarily interact with only three: the Customer Service Center (CSC), Business Services, and the Communications Management Center (CMC).

DoIT – Business Services

Under direction of the DOIT Chief Financial Officer, the Business Services staff is responsible for paying vendors (for the equipment/services provided) and, in turn, billing the agencies for the products and services they use. Each agency has a billing account provided by DOIT and receives monthly statements identifying charges for equipment purchase, rental, maintenance, service, and usage.

DoIT – Communications Management Center (CMC)

The CMC is responsible for "after hours" voice/telephone, wireless, and data repair calls and IWIN repair service. CSC calls are automatically routed to the CMC after- hours and on holidays, insuring that our clients have 24x7x365 service support. In conjunction with DOIT Network Services, the CMC is responsible for network surveillance and supports strategic initiatives under which the state's voice and data infrastructure is designed, deployed, integrated, and maintained. In addition, the CMC offers network support to municipalities, state agencies, K-12 schools, libraries, museums, hospitals and other health care organizations.

DoIT – Customer Service Center (CSC)

Springfield: 217-52**4-DoIT** (217-524-3648)

Chicago: 312-81**4-DoIT** (312-814-3648)

TTY Support Line 866-277-5669

Standard Support Service Hours
Mon–Fri: 800 a.m. – 5:00 p.m.

DoIT- Customer Service Center (CSC)

The CSC operates a combined Telecommunications Service Desk and an IT Service Desk dedicated to helping customers deal with operation and maintenance of existing equipment and making informed choices in the purchase of new equipment and services. The CSC is staffed during standard business hours, Monday through Friday. The following services are provided.

Identify cost effective services and equipment – and alternatives

Consult and recommend the best telecommunications systems for the lowest cost

Negotiate and expand telecommunications master contracts for equipment and service and, manage vendor performance and service levels under strict terms and conditions

Process service requests for moves, adds, and changes to telecommunications service

Provide new telecommunications and data service, systems, and equipment – and monitor warranty periods

DoIT- Customer Service Center (CSC)

Create, update, and monitor   incident reports of IT repair issues (Some consolidated agencies have extended service desk hours.)

Process Enterprise Service Requests (ESR) for IT end-user support for the consolidated state agencies

Use defined metrics to validate and verify the performance, timeliness and value of the products and services delivered by the CSC, CMC and contracted vendors

 A dedicated toll free number connects agency coordinators and end users to CSC telecom and IT agents trained to assist them.

DoIT- Customer Service Center (CSC)

Monitor installations

Update inventory/billing records

Create, update, and monitor incident reports of telephone, wireless, and data repair issues

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Process Enterprise Service Requests (ESR) for IT end-user support for the consolidated state agencies

Use defined metrics to validate and verify the performance, timeliness and value of the products and services delivered by the CSC, CMC and contracted vendors

A dedicated toll free number connects agency coordinators and end users to CSC telecom and IT agents trained to assist them.

DoIT-Telecommunications Service Desk

On the telecom side, CSC operations are similar to those of a telephone company. Using a mix of state and vendor services, DOIT offers a variety of telecommunications products and services. Negotiated contracts provide a broad product mix at competitive rates to serve the needs of:

state agencies,

state boards and commissions,

municipal, county, federal, fire department, and railroad law enforcement offices,

offices of elected constitutional officers,

state universities,

Illinois courts, and

Springfield and Chicago offices of the Illinois

DoIT – Telecom Consultation and Procurement

The Communications System Specialist II staff (CSS2) works closely with the agency's coordinator to develop solutions to meet the agency's specific needs. The CSS2 consults on major projects, assists in document preparation, coordinates vendor services, and completes special assignments that may include the following services.

DoIT – Telecom Consultation and Procurement

- Analyze the present and future telecommunications needs of an assigned state agency and recommend solutions to meet those requirements in the most efficient and economical manner possible
- Confer with agency personnel to design requirements and specifications for large telecommunications projects and obtain price quotations
- Manage large telecommunications relocations, installations and projects including, but not limited to, coordinating status meetings and managing project plans
- Coordinate and schedule training for new installations, upgrades, and large projects
- Conduct acceptance walk-through agency meetings to determine quality and functionality of system installations

To determine an agency's assigned CSS2, log on to the DOIT web site.

DoIT – Telecom Provisioning

For items under a DOIT master contract, the installation cost includes the average amount of labor and materials to install the equipment. If the location is not pre-wired or additional time and materials are needed, the agency will be charged accordingly. After the initial warranty period, all rental equipment is covered under a DOIT maintenance contract, and maintenance fees are included in the monthly rental charge.

If an agency requests the removal of or change in equipment, a technician will be dispatched to remove and/or replace the equipment. The technician will return the used equipment to DOIT. Agencies will be charged the full price for any equipment they fail to return.

DoIT – Data Services: Leased equipment

The Provisioning Unit answers basic questions regarding data services and forms completion. They also process Telecommunications Data/intercity Service Requests (TDRs) for all data communication facilities and associated equipment including fiber optic cabling, Internet dial-up access, On Net T1s and analog circuits, DSOs, radio transmission circuits, and other types of telco facilities. Data Provisioning agents schedule installations, manage the communications inventory, and bill the appropriate charges back to the agencies.

DoIT – Videoconferencing Services

Service supported by DOIT/DOIT Network Services team

The main CSC toll free number provides an option for videoconferencing services. These calls are routed directly to DOIT/DOIT Network Services whose agents are responsible for scheduling, support, and procurement of videoconferencing at the DOIT- owned sites in Springfield and at the James R. Thompson building in Chicago

DoIT – Voice/ Telephone Services

Leased– except agency owned Polycoms, satellite phones, & answering machines

The Provisioning Unit answers calls from agency telecom coordinators regarding pricing, basic service and equipment functionality, and forms completion. This group receives, clarifies, and processes Telecommunication Service Requests (TSRs) for the procurement and installation of voice lines, telephone equipment and accessories, voice mail, calling cards, PBX/EKS and key systems, VOIP voice over IP, special features, toll free service, and other voice related telecommunications needs. Provisioning agents monitor order status, update billing information, and work with agency and appropriate vendor representatives and technicians to implement efficient, cost effective voice services.

DoIT – Wireless Services (Cellular Devices & IWIN)

Cellular Devices : Agency owned equipment

The Provisioning Unit is responsible for the procurement and activation of all cellular voice and data equipment, accessories, and service plans. The staff consults with agency clients regarding new cellular based technologies, equipment features, upgrade options, pricing, ongoing user training, and the recommendation for cost- effective calling and data plans. They process TSRs, update EMS inventory records, monitor delivery of equipment and activation, and complete the billing portion of the EMS record.

Unlike telephone equipment, DoIT does not lease cellular phones, air cards or accessories. Cellular equipment is purchased from DoIT and it is the agency's responsibility to tag and inventory the cellular equipment following internal property control rules.

DoIT Illinois Wireless Information Network (IWIN)

Agency owned equipment

IWIN is a wireless, wide–area data network using Code Division Multiple Access (CDMA) technology to provide real-time, full duplex mobile connectivity to federal, state, county, and municipal governmental, public safety, and fire protection agencies in addition to railroad, park district, and university law enforcement departments throughout Illinois.

The Provisioning Unit answers general questions regarding service and pricing and processes Wireless Service Requests (WSRs) for activation. In combined efforts, the CSC, CMC and DOIT Network Services, provide for the day-to-day operation and maintenance of the network. CSC personnel assist with system activation; however, the agency is responsible for hardware purchase and installation.

DoIT – Telecom Quality Assurance

The Quality Assurance group (QA) validates and verifies the performance, timeliness and value of the products and services delivered by the CSC, CMC and contracted vendors. QA analyzes information, generates reports and, recommends changes and improvements to streamline CSC processes and increase efficiencies. This team also monitors vendor service level agreements (SLAs) and assesses appropriate penalties. QA edits and finalizes internal Methods & Procedures documentation, approves monthly billable repair and statewide maintenance invoices, completes the annual telephone station count "true-up" process, produces and delivers the telecom service Bulletins, maintains the database of statewide agency telecom coordinators, manages the on-line State of Illinois Telephone Directory Application, and supervises vendor- provided State Directory Assistance.

State of Illinois Telephone Directory (SOI Directory)   -- and -- State Directory Assistance Operations:

 CSC Quality Assurance supervises the on-line publication of the State of Illinois Telephone Directory (SOI Directory) which is the sole data source used by the State's Directory Assistance Operators. The on-line SOI Directory contains business listings and alphabetical staff listings for all state agencies, boards, commissions, and universities.

Each agency establishes its own publication policy to determine which staff may (or may not) have their contact information published. The telecom coordinator is responsible for updating agency SOI Directory records and CSC QA staffers are available to provide both formal and one-on-one SOI Directory training.

DoIT – Telecom Repair

Data, Voice and Wireless Repair

The CSC and CMC Help Desk staff is available toll free 24 x 7 x 365 to perform managed maintenance services that include, but are not limited to the following functions.

Complete detailed incident tickets that clearly define the nature of the service related problem
- Update site and requestor information in the ticketing application
- Report trouble issues to Local Exchange Carriers (LECs) and other service and/or equipment providers
- Establish the level of repair priority
- Monitor the service status following established escalation procedures
- Close service tickets upon satisfactory resolution (as confirmed by the agency contact)
- Research and identify problem issues that fall within classified "chronic" conditions
- Perform ESN changes

DoIT – Telecom Repair

At the time of the initial call, agencies are advised whether the repair is covered under the state-wide maintenance agreement or if the repair will be billed on a time and material basis (T&M). All T&M repairs must be authorized by an appointed agency telecom coordinator. If the issue requires coordination between multiple telcos, the state's contracted vendor will monitor and open any additional trouble tickets needed to assure proper resolution. The appropriate vendor technicians will be dispatched to repair or replace defective equipment. In all situations, incident tickets are opened, monitored, and closed only upon the agency's verification that service has been restored to their satisfaction.

Callers reporting wireless problems will be advised whether warranty replacement is necessitated. Delivery of replacement devices is monitored and agency representatives must acknowledge receipt of the working device. If the non-working cellular device is out of warranty and a new device must be ordered, the agency is advised to complete a TSR to follow provisioning guidelines, and the incident ticket is closed.

DoIT – Telecom Repair

IWIN connectivity issues are diagnosed and resolved; however, hardware issues are the agency's responsibility.

The CSC may receive notification of fiber cuts, telco central office problems, voicemail system disruptions, signal tower problems and other major service outages. When deemed appropriate by CSC management, agency telecom coordinators may receive email notifications when known outages will disrupt users for extended periods.

Note: Videoconferencing Repair -Service supported by DOIT/DOIT Network Services team.

The main CSC toll free number provides an option for videoconferencing services. These calls are all routed to DOIT Network Services whose agents are responsible for scheduling and support of videoconferencing at the DOIT-owned sites in Springfield and at the James R. Thompson building in Chicago. If technical difficulties are experienced, users can call the site's video facilitator or the CSC toll free number (phone numbers are posted in each location) so DOIT Network Services can escalate and resolve the problem.

IT Provisioning

 IT Service Desk agents (ITSD agents) provide computer related services to thousands of end users at the consolidated state agencies and the state boards and commissions under the Governor. ITSD agents perform varied tasks that include the processing of Enterprise Service Requests (ESRs) and Addendums that initiate change requests and assign IT tasks. ITSD agents assign tasks to all appropriate DoIT service teams and upon ESR completion, ITSD agents follow-up with the end user to document DoIT performance on the Customer Satisfaction Survey.

DoIT – IT Repair

The ITSD agents are also available to re-set passwords, trouble-shoot basic repair problems, provide Tier 1 help desk assistance with fundamental technology services, and monitor that issues are resolved as quickly as possible. Each incident is identified, recorded, categorized, assigned the appropriate priority and severity codes, tasked to the appropriate DOIT work team, and tracked until resolution. When necessary, a call will be escalated using basic information to identify the existence of underlying problems.

In major outage situations, ITSD agents are also responsible for notification to DOIT leadership, agency CIOs, and other key agency personnel. These incidents cases, opened as a "MORT" situation, are closely monitored and agents provide updates through resolution.

Each agency has unique needs that must be considered when recommending and providing service. DoIT requires that each agency appoint a telecommunications coordinator (coordinator) and based on agency operations, multiple coordinators may be appointed and assigned individual and/or overlapping responsibilities.

Appointing the Telecommunications Coordinator

DoIT considers a telecommunications coordinator to be the agency's ***official voice*** on all requests for telecommunications products, services, and billable repairs. This individual must have sufficient agency knowledge and authority to fulfill the responsibilities defined under "Telecommunications Coordinator Specific Responsibilities" (see below). It is essential that a telecom coordinator develop a working knowledge of the EMS system, the web-based application used to order, inventory, and bill telecom services

DoIT – State Agencies Appointing Telecom Coordinator

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must appoint all telecommunications coordinators using the required "DoIT Agency Registration Form" that identifies the coordinator, provides his/her contact information, and delegates his/her assigned level of authority to sign service orders (thus obligating/expending the agency's telecommunications funds). Appointment requires the agency head's signature. The two types of telecommunications coordinators are identified below.

Primary - those authorized to expend agency funds, sign service orders, authorize billable repairs, update EMS, update the SOI Directory, and receive Bulletins

Secondary - those with no spending authority, but who can still update EMS and the SOI Directory, and receive Bulletins

DoIT – State Agencies Appointing Telecom Coordinator

All signed "DoIT Agency Registration Forms" appointing new telecom coordinators or changing the authority of an existing coordinator should be sent to the CSC as addressed below.

DoIT – Customer Service Center

120 West Jefferson Street, 2nd Floor

Springfield, Illinois 62702-5103

Email to DoIT.Prov@Illinois.gov

DoIT – State Agencies Appointing Telecom Coordinator

The CSC maintains a database of all agency coordinators and their delegated spending authority. An agency may appoint multiple telecom coordinators: their individual duties and spending authority may be identical, or each telecom coordinator may be responsible for different service areas. However, only one coordinator can have "true- up" responsibilities. This person is responsible for completing the annual coordinator verification and validating the annual telephone station count "true-up," as discussed in detail below.

The CSC may host various conferences and training sessions throughout the year that will benefit new coordinators by instructing them on the basics of pricing; forms completion; ordering; EMS inventory, tracking, billing, and reporting functionality; programming telecommunications equipment; and SOI Directory updates.

DoIT – Telecommunications Coordinator Specific Responsibilities

Understand and clearly convey the agency's telecommunications needs.

Monitor the agency's use of telecommunications equipment and services for the specific purpose of identifying abuse or misuse and any need for instruction and/or training.

Monitor expenditures to eliminate unnecessary costs and maintain a proper level of service.

Determine user needs and approve requests for service and equipment that are in compliance with established agency guidelines.

Review all telecommunications service requests within the agency to ensure compliance with DOIT, procurement, and agency guidelines.

Work with the agency-appointed State Procurement Officer to budget for telecommunications expenditures, ensure that adequate funds are available, and verify that the proper accounting unit code numbers (known as AU#s or Cost Center Codes) are used when requesting telecommunications products and services.

Submit Cost Center Request Forms to establish appropriate 10-digit AU#s/Cost Center Code numbers. (The first 3 digits are the Comptroller-assigned CUSAS Code and the remaining 7 digits are agency-assigned to represent internal divisions or types of service.)

DoIT – Telecommunications Coordinator Specific Responsibilities

Coordinate with the CSC on all telecommunications projects and services. Telecom coordinators must:

Submit service requests that allow sufficient time for delivery/installation within published "CSC Service Intervals: Target Timelines,"

Provide early notification of all major projects, moves, and other non-routine service requests, and

Submit due dates, studies, plans, and other related documentation for any project.

DoIT – Telecommunications Coordinator Specific Responsibilities

Complete CSC-offered training in EMS. (Coordinators learn to complete user name and AU/Cost Center Code changes, track service orders, verify inventory assets, and handle advance issues including running reports, security, billing review, and manual charges.)

Assist the CSC in maintaining up-to-date inventory records of agency telecommunications equipment and services.

Complete CSC offered training in Centrex Mate. (Coordinators learn how to program agency Centrex lines and their special features.)

Update the on-line State of Illinois Telephone Directory with the agency's Business and People Listings and maintain the behind-the-scenes Work Units and Address Lists that control the system's drop-down selections.

Validate the annual telecom system station count, known as the "true-up" process. (This validates the actual number of phones and establishes the annual maintenance fee charged to the agency. The CSC will initiate this process by sending an informational packet to the "true-up" telecom coordinator at each agency.)

Notify the CSC of any changes in agency telecom coordinator status. Submit annual verification of agency coordinators, their contact information, and levels of spending authority. (The annual telecom coordinator verification process is initiated by the CSC and agency response is mandatory for audit purposes.)

Read all CSC delivered email and service Bulletins that provide notification of important due dates, changes in service offerings, pricing updates, and other critical information.

Agencies obtain voice, data, wireless, VOIP and any other services by submitting the correct form, completed in its entirety. The CSC provisioning staff can assist with forms completion and the most frequently used forms are listed below.

DOIT **Customer Registration Form (IWIN/Telecom)** The DoIT Agency Registration Contact Information, provides an agency Director the ability to authorize staff within an agency to serve as Telecommunications Coordinator.

Telecommunications Service Request (TSR) The **TSR-TDR** should be completed for all data equipment, use of network facilities, voice orders, LAN installations, moves, changes, and fiber optic requests. Wireless Service Request (for IWIN services only); VOIP **VoIP Master Spreadsheet** Access the VoIP Master Spreadsheet for user input.

These forms and corresponding instructions for their completion are all available on the DOIT web site. Also, agency coordinators should be familiar with the "CSC Service Intervals: Target Timelines" that are published on the DOIT web site. The list outlines expectations from the time the CSC receives an order until the equipment is delivered or service is established/installation is completed. **Coordinators should submit service requests in sufficient time to allow for completion within these established timelines.**

Using the Correct Form

The correct form speeds delivery time as it communicates specific details that will include, but are not limited to the following information.

Exact service required

Specific make/model/color of equipment requested

Exact location

Desired date for delivery and/or installation

End user name – or who is responsible for the service or equipment

Cost Center Code/AU# that will pay for TSR/TDR/PSR/WSR completion

Submit all service requests electronically DoIT.Prov@illinois.gov

<u>The TSR </u> – Voice/Telephone / VOIP and Cellular Request

A **Telecommunications Service Request (TSR)** should be completed for all voice orders and requests for new lines, telephone equipment and accessories, LAN installations, moves, changes, fiber optics, and cellular service. TSR use includes, but is not limited to, requests for the following equipment and service

Telecom Coordinator Requesting Telecommunications Service

- **The TSR – Voice/Telephone / VOIP and Cellular Request**

- Answering machines

- Assistive devices for the hearing impaired NexTalk service

- Automated attendant applications

- Centrex and business lines

- Data dial-up circuits

- Directory changes in local teleco telephone books

- DSL and U-Verse service

- EKS/PBS Systems

Telecom Coordinator Requesting Telecommunications Service

- Headsets

- Internal and campus wiring (voice and data)

- Pay telephones

- Phone jacks

- Security and alarm systems

- Specialized voice circuits

- Telephones and programming (Key Sheets)

- Toll free service and establishment of Service Assurance (the pre-arrangement for hot lines or toll free numbers to be forwarded to an alternate location in the event of an emergency)

- Transfer boxes

Telecom Coordinator Requesting Telecommunications Service

- Videoconferencing equipment

- Voicemail

- Wireless services: cellular equipment, including accessories, voice and data plans, and air cards

Submit completed TSR to DoIT.Prov@illinois.gov.

The TDR - Data Request

A **Telecommunications Data/Intercity Service Request (TDR)** should be completed for all data orders, requests for data equipment, and use of network facilities. The following exemplifies services orders using a TDR form.

Telecom Coordinator Requesting Telecommunications Service

- Dedicated alarm circuits

- Dial-up data circuit (DOIT provided modem)

- Full period circuits

- Internet dial-up access service

- Modem – DSU/CSU

- Radio transmission circuits

- Routers

- Videoconferencing circuits

Submit completed TDR to DoIT.Prov@illinois.gov.

WSR – IWIN Wirelss Service Request

A **Wireless Service Request (WSR)** should be used by federal, state, county, and local government agencies to request access to the Illinois Wireless Information Network (IWIN). Other forms may be needed in specific situations, such as setting up a new agency account or simply adding a new user to an existing agency account. The agency IWIN coordinator is responsible for completing all appropriate IWIN forms (identified below) and mailing these to the DOIT Customer Service Center.

WSR (page1) WSR (page 2) User Registry Leads Agreement

To obtain LEADS certification, please contact the Illinois State Police LEADS team at 217-782-4155 or toll free at (866) 532-3700.

The Routine Telecommunication Service Order Process

Step 1:   The end user generates a request to the agency coordinator.

Step 2: The coordinator fills out the appropriate service request form and attachments.

Step 3:   Agency management and assigned State Procurement Officer approve the service request. The telecom coordinator signs the service request.

Step 4.   The service request is to be submittedelectronically to DoIT.Prov@illinois.gov.

The Routine Telecommunication Service Order Process

Step 5: The CSC Provisioning Staff logs the service request in EMS, evaluates the request, clarifies any discrepancies, and routes it through the internal approval process. (Service orders are worked in the order in which they are received.)

Step 6:   CSC staff coordinate service with the appropriate vendor.

Step 7:   Equipment delivery and/or installation work is assigned and monitored by CSC staff, and is completed by the designated vendor.

Step 8:   CSC personnel update inventory records, finalize the order in EMS, and generate billing to the agency.

The Routine Telecommunication Service Order Process

Step 1: The end user generates a request to the agency coordinator.

Step 2: The coordinator fills out the appropriate service request form and attachments.

Step 3: Agency management and assigned State Procurement Officer approve the service request. The telecom coordinator signs the service request.

Step 4. The service request is emailed to DoIT.Prov@Illinois.gov

Step 5: The CSC Provisioning Staff logs the service request in EMS, evaluates the request, clarifies any discrepancies, and routes it through the internal approval process. (Service orders are worked in the order in which they are received.)

Step 6: CSC staff coordinate service with the appropriate vendor.

The Routine Telecommunication Service Order Process

Step 7: Equipment delivery and/or installation work is assigned and monitored by CSC staff, and is completed by the designated vendor.

Step 8: CSC personnel update inventory records, finalize the order in EMS, and generate billing to the agency.

Identifying Non-Routine Telecom Service Orders

In general, the following requests are considered non-routine service orders.

- Assistive devices/service for the hearing impaired (NexTalk Service)
- Automated Attendant services or Voice Mail Enhanced Call Processing (ECP) design
- Centrex OPXs, FXs, PRIs, T1s and/or any other specialized voice circuit
- DSL
- Fiber Optics
- ISDN
- Moves/relocations from one address to another
- New system installations or upgrades (EKS, PBX, ACD, IVR, etc.)
- New addresses or site locations
- Price quotes
- Removal of an entire telecommunications system (excluding 1A2 and single line equipment)
- Special equipment and/or services not covered under an existing DoIT contract, including facsimile machine purchases over $25,000
- Special training

Identifying Non-Routine Telecom Service Orders

- System analysis, design, or review
- Voice Mail menu box applications
- VoIP
- Wiring – over 25 stations

Many non-routine orders require substantial time for installation. When received, non-routine voice orders are forwarded to the appropriate Communications Systems Specialist (CSS2) for analysis and to obtain the required approvals. The CSC Provisioning unit then completes the order process. For assistance with non-routine orders, please contact your agency's CSS2. Due to the complexity of non-routine orders, please refer to the published "CSC Service Intervals: Target Timelines" and submit non-routine requests that allow sufficient time for processing and completion. If there are questions classifying a service request as routine or non-routine, the CSC staff can provide assistance.

Tips for Reporting Problems and Repairs

Agencies pay a monthly fee on all leased equipment that covers normal wear and tear and protection against faulty facilities and/or equipment. Callers will always be advised if the repair is covered under the established maintenance contracts or will be a billable expense.

For most repairs, the following information should be provided to the CSC agent.

- Telephone/mobile circuit number experiencing service problems (includes toll free)
- Type and model of the equipment (color also applies to telephone repairs)
- Description / nature of the problem / trouble/ error message recording
- Location of equipment: cube-room-floor-building-street-city
- User name assigned to device, if any
- Name and telephone number of the person reporting trouble
- Name and phone number for site contact, if vendor dispatch is needed (a working phone number for the site contact that is different than the number on which trouble is reported – DoIT or vendor may need to directly reach out to that individual)
- Hours of business operations at the site, if vendor dispatch is needed

Tips for Reporting Problems and Repairs

Additional Tips for Cellular device Service Problems
• Caller must have device in hand at the time of the service call so trouble-shooting can be performed
• If device is not receiving email, check to see if device can connect to Internet
• Report number of bars of service/signal strength
• Dial *228 on Verizon devices to update signal/roaming capabilities
Additional Tips for IWIN Service Problems
• User should first contact his/her IWIN Coordinator
• IWIN Coordinator should isolate whether problem is equipment or network related

• Caller must have unit in hand at the time of the service call so trouble-shooting can be performed
• Provide associated modem phone number and the IP address
Additional Tips for Voice/Telephone Service Problems
• Verify the phone is plugged in and there is electrical power to the area
• Verify the phone volume was not manually adjusted
• Verify that calls were not manually forwarded (106 = forward; 107 = un-forward)

- Verify if problem is isolated to one individual or are others affected
- Verify whether user can call-out and/or can receive in-coming calls
- Is there a break in line cord or handset cord
- If known, advise if there has been recent order activity
- Advise if user believes this is a chronic issue/problem

Repairs Caused by Agency/Customer Abuse, Neglect or Acts of Nature
<u>Any repairs that were caused by customer neglect, abuse, or acts of nature will be billed on a time and materials basis (T&M)</u>. Vendor personnel will provide written documentation to support the claim of abuse or neglect. Agencies will be charged accordingly during regular business hours, weekends, and holidays.

Tips for Reporting Problems and Repairs

A few examples of abuse, neglect, and acts of nature are listed below.
• User neglected to cancel manual call forward resulting in no dial
• User turned the volume down
• User unplugged telephone or equipment
• User spilled liquids on equipment
• User dropped equipment or cords broken by force
• Facility maintenance problems damaged equipment (roof leaks, excessive heat, etc.)
• Stolen equipment
• Repair caused by customer's personal equipment
• Acts of nature (lighting, tornado, flooding etc.)

Telecommunication Equipment and Property Control

Tagging of Telephone Systems

By statute, DoIT holds ownership of all telephone systems and equipment (wireless equipment and a select few pieces of voice equipment are the exception). DoIT annually certifies and reports the location and description of all telephone systems (PBX, EKS, and other systems) as required by state property control rules. A unique six-digit CMS property control tag is assigned and applied to each telephone system. Agencies should not record DoIT-owned equipment on their property control records or place their agency tag on that equipment.

DoIT does not own wireless devices (including wireless devices, modems or any wireless accessories), nor does DoIT own Polycom Conferencing units, answering machines, TTY units, or satellite phones. Agencies purchase that equipment from DoIT are responsible for tagging and inventory following their internal property control rules.

Telephone terminal equipment (i.e. telephone sets, speaker phones, line status indicators, etc.) is considered part of a telephone system. The physical location of each piece is maintained in DoIT records. An agency tag should not be affixed to this equipment.

Telecommunication Equipment and Property Control

Certification of Telephone Equipment Inventory

Agencies receive an inventory of equipment leased to them by DoIT as part of their monthly billing statement. Approval of these monthly invoices certifies the accuracy of the inventory.

Protection Against Theft

Each agency is responsible to protect telephone and data equipment from theft. Agency staff will be responsible for investigating missing equipment and notifying DoIT in writing of any missing/stolen equipment. **Agencies are responsible for the full replacement cost of any equipment stolen from their premises.**

State Telephone Usage Policy

NOTE: Each agency may have its own, more specific telephone usage policy. Personnel are advised to contact their employing agency's administrative office to secure a copy of the rules governing the work place.

Illinois Administrative Code Chapter I, § 5030 -- Subtitle I Title 44: Government Contracts, Procurement and Property Management

5030.100 Authority

This Part is promulgated in accordance with Illinois Revised Statutes 1981, ch. 127, pars. 16, 63b13.18 and 63b13.22.

5030.110 Provision of Telephone Service

The State shall provide and pay for telephone service adequate to conduct State business, consistent with the telephone usage policy contained in Section 5030.130. *(Source: Amended at I4 Ill. Reg. 19149, effective November 27, 1990)*

5030.120 Applicability

This Part applies to all departments, officers, commissions, boards, institutions and bodies politic and corporate of the State except the General Assembly, legislative service agencies and all officers of the General Assembly. The telephone usage policy set forth in Section 5030.130 applies to all departments, officers, commissions and boards under the Governor's jurisdiction. Other State officers may adopt the policy or may implement their own policy if they choose to do so. *(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)*

State Telephone Usage Policy

5030.130 Telephone Usage Policy
a) The intent of this policy is to permit State employees to make reasonable, as defined in subsection (b) and (c) of this Section, use of State telephone systems and, at the same time, to guard against telephone abuse.
b) The use of State telephone services is limited to official business. Official business calls include emergency calls and calls that are in the best interest of the State. A call shall be considered as authorized in the best interest of the State if it meets the following criteria:
1) It does not adversely affect the performance of official duties by the employee or the employee's organization,
2) It is of reasonable duration and frequency, in accordance with subsection (c) of this Section, and
3) It could not have reasonably, in accordance with subsection (c) of this Section, been made during non-work hours.
c) Examples of circumstances that fall under the above guidelines include, but are not limited to, the following:
1) An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child- or elder- care arrangements.
2) An employee makes a brief call to locations within the local commuting area to speak to

spouse, minor children, elderly parent (or those responsible for them, e.g., school or day care center, nursing home, etc.).

3) The employee makes brief calls within the local commuting area that can be reached only during working hours, such as a local government agency or a physician.

4) An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.

5) While on official business, the employee makes a call of three minutes or less to announce safe arrival, delay or a change in plans. The employer may request written confirmation from the employee that a call qualifies under this subsection. If disciplinary action is taken based on alleged violations of the telephone usage policy, employees may grieve such action pursuant to 80 Ill. Adm. Code 303: Subpart A or the appropriate collective bargaining agreement.

AGENCY NOTE: Brief shall mean the time it takes to accomplish the purpose of the call.

d) A personal call made during working hours that falls under the guidelines in Sections 5030.130(b)(l), (2) and (3), but is not representative of the examples given in Sections 5030.13O(c) (l), (2), (3) and (4) is permitted if:

1) It is charged to the employee's home phone number or other non-government number,
2) It is made to an "800" toll-free number,
3) It is charged to the called party if a non-state number, or
4) It is charged to a personal credit card.
e) For any use of State telephones beyond the parameters of this policy, employees shall be charged actual Department of Central Management Services billed charges.
f) The employee shall reimburse the State for toll and other charges by personal check payable to the General Revenue Fund or other appropriate fund as designated by the agency employing the individual. If the employing department, officer, commission or board presents a statement of itemized telephone calls to a State employee and the employee fails to reimburse the State voluntarily for those calls which fall outside the parameters of the telephone usage policy within 30 days, or if it is determined that the employee has abused the telephone usage policy, the employee shall be charged actual Department of Central Management Services billed charges plus $1 per minute for long distance calls and $.50 per minute for local calls. These rates are intended to cover the cost of the calls and the administrative costs associated with reviewing bills and processing payments. If not paid within 30 days of billing, collection action will be instituted through appropriate legal means.
(Source: Amended at 16 Ill. Reg. 4826, effective March 12, 1992)

5030.140 Discipline
Employees are put on notice that payment of toll and other charges does not prevent an agency from instituting appropriate disciplinary action.

Directory Assistance Usage Policy

411 Telco Provided Directory Assistance
Directory Assistance (i.e. 4-1-1, 555-1212) is a billable service. The costs appear on the CMS telephone bills issued to agencies and identify the number from which the directory assistance calls were made. By responding to a Directory Assistance prompt, callers can be connected directly to the number. State employees should be advised to use this service only when absolutely necessary as there is a separate charge for this connection service that greatly exceeds the cost of directly dialing the same number.

State employees are strongly discouraged from dialing Directory Assistance. All agencies, boards, commissions, and universities should obtain area-wide telephone directories from their serving Local Telephone Company/Local Exchange Carrier (LEC). In addition, directories for other cities in Illinois are also available from the LEC. Directory listings are also available at no cost via the Internet at several sites including, but not limited to: www.anywho.com, www.SMARTpages.com, and www.yellowpages.com. Callers should verify free services are provided prior to using these or similar Internet sites.

Directory Assistance Usage Policy

State of Illinois Directory Assistance
The telecommunications coordinator at each state agency is responsible for updating his/her agency records in the State of Illinois Telephone Directory which is the sole data source for the State Directory Assistance Operators. State DA operators are available at (217) 782-2000 (Springfield) or (312) 793-3500 (Chicago). **Because State Directory Assistance is also a chargeable service**, agency telecom coordinators should encourage all staff to access the "free" on-line State of Illinois Telephone Directory available at **http://www.Illinois.gov**. (Click on "Government" – then click on "State Telephone Directory." Users can search by agency to locate specific office/departmental listings or can search the alphabetical records for a specific state employee.)

System/Desktop Requirements

The telecom coordinator is responsible for updating agency SOI Directory Business Listings and People records. Based on the volume of requests, SOI Directory classroom training may be provided throughout the year. In the interim, CSC QA staffers are available to provide one-on-one training and support.

The SOI Directory, available on the State's home page, is used by state employees conducting state business and is also a vital source of information for private citizens and business organizations that need State services and/or provide services to State government. Additionally, the SOI Directory's data is the sole source of information used by the State's Directory Assistance Operators. Maintaining the accuracy of the data will depend on the vigilance and dedication of telecommunications coordinators throughout the State.

End users can access the on-line SOI Directory at www.illinois.gov [Click on Government – Click on Contact a State Employee]. Users can search by agency Business Listings or perform advanced searches to alphabetically locate state employees by name. Printable pdf versions of selected agency Business Listings and Employee Listings are also available.

Thank you