

TELECOMMUNICATIONS BULLETIN

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CMS 07- 14

Bureau of Communication
and Computer Services

From:
Theresa Starling, Manager
Customer Solution Center

Inventory/Billing System Upgrade from MONIES to EMS

The Department Central Management Services (CMS) is scheduled to upgrade from MONIES to EMS11 later this month. This Bulletin is designed to answer many of the questions that you, as a Telecommunications Coordinator, may have regarding the initial phase of this process.

CMS Business Services has already mailed the May telecommunications invoices and advises that June billing will follow the same format and processes in the MONIES system. In previous years, agencies received a supplemental bill in the month of July, however that process will change this year. Business Services advises that if your agency must be charged for equipment and/or service in FY07 that is not included on the June invoice, you will later receive a bill out of AIS. All agencies will receive July and all subsequent FY08 billings out of the new EMS11 billing system.

One significant change in EMS11 bills is the combining of all "Companies." EMS11 has only one "Company," so future billing will consolidate all charges (formerly Company 1, Company 3, and Company 6) in one monthly invoice. If you have any questions regarding the billing process, please do not hesitate to call Leslie Barrow at (217) 524-0596.

The Customer Solution Center (CSC) provisioning staff will be off-line two to three days while the MONIES data is transitioned to the new EMS11 System. For inventory and billing, MONIES* will be retired effective close of business (5:00 p.m.) on Wednesday, June 20, 2007. The CSC will begin provisioning equipment and service using EMS11 on Tuesday June 26, 2007. The CSC will not be able to process any orders during the application upgrade (June 21, 22, and 25, 2007). If, during this time, your agency has a genuine provisioning emergency, please call Alex Jones at (217) 557-8334 to discuss the situation.

EMS11 training for agency Telecommunications Coordinators will begin midJuly. Additional Bulletins will address the specific training schedule and process for both Springfield and Chicago based EMS11 training.

Please feel free to call Leslie Barrow (217) 524-0596 if you have any questions regarding the transition to EMS11. Thank you in advance for your patience and understanding while we complete this system upgrade to improve our ability in serving your agency's telecommunications needs.

* NOTE: MONIES will continue to be the application used to furnish data for the State of Illinois Telephone Directory until CMS completes the development and implementation of a web-based State Directory platform.

For more information...
visit our website at
www.state.il.us/cms/telecom