CMS

STATE OF ILLINOIS
Rod R. Blagojevich, Governor
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Maureen T. O'Donnell, Acting Director

TELECOMMUNICATIONS BULLETIN

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Bureau of Communication and Computer Services

From:
Theresa Starling, Manager
Customer Solution Center

Telecommunications Help Desk System Changes

The Department of Central Management Services (CMS) Customer Solution Center (CSC) recently upgraded its provisioning, inventory, and billing application from MONIES to EMS11. In a companionable upgrade, the Telecommunications Help Desk is migrating its "trouble ticketing" systems from VOTS to **Remedy**, which is the application currently used by the CSC IT Help Desk. A single ticketing and reporting system will allow better controls and unification within our centralized call center.

The Remedy software application upgrade will impact services including voice (telephone), data, videoconferencing, and wireless (including cellular, Blackberry, paging, and IWIN). Effective today, Telecommunications Coordinators and other users will notice the following changes when calling to open a "repair/trouble ticket:"

- Previously, Help Desk break/fix requests were known as "Trouble Tickets." In the Remedy system, such requests are called "**Incident Cases**."
- Help Desk agents are required to confirm a caller's profile. The profiles of all authorized Telecommunications Coordinators have been loaded into the Remedy system, and agents will simply verify their contact information. If the caller is NOT already in the profile, the agent must enter all required profile data into the system prior to opening an Incident Case.
- The caller must have a full description of the issue/situation. In the example of a telephone repair problem, the caller will need to know the model, color, and phone number of the unit, plus its location (building and floor), hours of agency business operations, contact information of an alternate individual at the problem location, circuit ID (if applicable), and exact nature of the problem. Delays will be experienced if insufficient information is provided, and the CSC reserves the right to deny opening an Incident Case if adequate information is not available.
- The CSC agent will provide the caller with the assigned "Incident Case Number" (the number used for tracking repair status), and the caller will receive automatic emails (provided caller profile contains the email address) that report status change:

    1. Notification/confirmation that an Incident Case was Opened.
    2. Notification/confirmation when Work is in Progress.
    3. Notification/confirmation when the Incident Case has been Resolved.

We anticipate some short delays for callers during the initial phase of system cut-over and will appreciate your cooperation and understanding during this time. Also, after additional callers are entered into the Remedy profiles, the process will be simplified when agents are not entering information but merely confirming data already in file. We look forward to better serving your agency's telecommunications needs with this new tool allowing us to monitor repeat trouble incidents, recognize trends, and prepare ad hoc service reports.

If you have any questions regarding services, please do not hesitate to contact the Customer Solution Center at **800-366-8768 [in Springfield at 217-524-4784] - Option 1 for Telecommunications**.

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