



Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 08 - 20
April 22, 2008

Theresa Starling
CSC Manager

State Telephone Directory – Application Changes New Requirements for Agencies with no MONIES Access

Historically, the State of Illinois Telephone Directory (SOI Directory) was created from data entered in a shared database known as MONIES (Management of Network Income Expense Services). Since your agency had no access to MONIES, the Department of Central Management Services (CMS) maintained your agency's information in the SOI Directory.

Within the next few months, the SOI Directory will be produced using a new web-based application developed by CMS. With the implementation of this new Directory format, every board, commission, agency, and university will be responsible for its listings in the SOI Directory which appears on the State's home page. As the designated Telecommunications Coordinator and primary contact for your agency, SOI Directory update duties will be yours.

CMS will soon be providing information regarding system and application requirements so that you and your IT Department can prepare for your responsibilities in maintaining SOI Directory records. You will also receive dates and times when CMS will be conducting training (in Springfield and Chicago) on the SOI Directory Application and you will be given an opportunity to register for a half-day class.

It is important to remember that the SOI Directory is used by state employees, 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.

We appreciate your cooperation in the planned migration to a web-based SOI Directory Application. You will continue to receive informational Bulletins regarding this migration to an enhanced Directory service. CMS believes a user-friendly Internet interface has been developed and that agency Telecommunications Coordinators will quickly adapt to the on-line SOI Directory Application.

If you have questions about the SOI Directory migration to the new web based application or other concerns, please contact Nancy Diefenback @ 217-782-9509 or by email at nancy.diefenback@illinois.gov.