



Telecommunications Bulletin

Customer Service Center (CSC)

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SOI Directory: Implementation 08-01-08

The new web-based SOI Directory Application will turn-up live August 1, 2008. This system allows all agency Telecommunications Coordinators to instantaneously add, edit, and delete people and business listings that appear in the State Telephone Directory available on the State's home page. Beginning August 1, 2008, CMS will no longer make Directory updates for any agency, commission, board, or university.

Beginning August 1, 2008, the administrative site for maintaining agency Directory records is www.cms.portal.illinois.gov. The first time a Coordinator logs on, he/she may receive a pop-up requiring updates in the User Profile. Continue through the message, complete all User Profile information in the required fields, and click the "Submit" button. The Coordinator will receive an email confirmation when access is recorded. Once the SOI Directory is accessed through this web portal, future log ons will not require these steps. If you encounter other log-on or system problems, please contact the CMS IT Help Desk as indicated below.

To access the administrative SOI Directory Application, an individual must:

- Be an authorized Telecommunications Coordinator.
- Have a desktop that meets system requirements.
[see **Bulletin CSC 08-21** located at www.bccs.illinois.gov - Click on Telecom Services – then Coordinator Bulletins]
- Have a valid Digital (PKI) ID and password.
[see **Bulletin CSC 08-21** located at www.bccs.illinois.gov - Click on Telecom Services – then Coordinator Bulletins]
- Have access to the SOI Directory Application, granted by Web Security as part of the Digital ID registration process.

Since the State Directory is a vital communication tool shared between government and the private sector, it is important that agencies maintain accurate and current directory information. Additionally, the Directory's data is the sole source of information used by the State's Directory Assistance Operators. The CSC has developed this new application to make directory maintenance easier, faster, and more user-friendly. Your effort in making timely updates is greatly appreciated.

To report SOI Directory problems of any kind, please follow the guidelines below:

Web Errors - Log On Issues – Application Functionality: CMS – CSC IT Help Desk
800-366-8768 [Option 2, Sub-Option 13]
217-524-4784 [Option 2, Sub-Option 13]
* A Remedy Trouble Ticket will be opened

Digital ID - Password Problems: CMS-BCCS Command Center
217-785-8880 or
Sheila Bishop @ 217-524-0765

SOI Directory General Information & Training: Nancy Diefenback @ 217-782-9509
Mick Rothman @ 312-814-2966