



# Telecommunications Bulletin

## Customer Service Center (CSC)

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August 4, 2008

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CSC Manager

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### Additional SOI Directory Training Date

The Customer Service Center has announced one additional SOI Directory Training class on Thursday, September 4, 2008. If Coordinators were unable to participate in July's SOI Directory Training or if additional agency Coordinators need instruction, please take advantage of either the Chicago or Springfield class. Training registration is done on-line through the CMS web portal as described below and the following requirements must be met:

An individual must:

- Be an authorized Telecommunications Coordinator
- Have a desktop system that meets system requirements (see page 2 of this Bulletin)
- Have a valid Digital (PKI) ID and password
- Have access to the SOI Directory Application, granted by Web Security as part of the Digital ID registration process (see page 2 of this Bulletin).

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.

#### Training – **Chicago**

**Day:**

Thursday

**Date:**

September 4, 2008

**Time:**

1 p.m. to 4:00 p.m.

**Location:**

James R. Thompson Center, Rm. 2-024  
100 West Randolph Street  
Chicago, Illinois

**Instructor:**

Mick Rothman  
312-814-2966  
[mick.rothman@illinois.gov](mailto:mick.rothman@illinois.gov)

#### Training – **Springfield**

**Day:**

Thursday

**Date:**

September 4, 2008

**Time:**

9 a.m. to noon

**Location:**

Capital City Center  
130 West Mason Street  
Springfield, Illinois  
(See building signage for room location)

**Instructor:**

Nancy Diefenback  
217-782-9509  
[nancy.diefenback@illinois.gov](mailto:nancy.diefenback@illinois.gov)

**SOI Directory System Requirements:**

see **Bulletin CSC 08-21** located at [www.bccs.illinois.gov](http://www.bccs.illinois.gov)  
Click on Telecom Services – then Coordinator Bulletins

**Obtain a Digital ID and Request  
Access to SOI Directory Application:**

see **Bulletin CSC 08-21** located at [www.bccs.illinois.gov](http://www.bccs.illinois.gov)  
Click on Telecom Services – then Coordinator Bulletins –  
(Digital ID instructions are contained in Bulletin attachment)

**Training Registration - Log on:**

[www.cms.portal.il.gov](http://www.cms.portal.il.gov)

- Enter Digital ID User Name and Digital ID Password
- Click “Training and Events Calendar” under Common Applications in left hand navigation bar
- User arrows to select month of September, 2008
- Click desired half-day Chicago or Springfield class/event  
(Class size is limited – if class is full, watch for additional training dates to be announced)  
(If you get a “Choose a digital certificate” pop-up message, click OK)
- Event Information page provides: event name, date, time, location, map, and event purpose
- Select “Click Here to Register” at bottom of page
- Registrant’s personal information is copied from Digital ID account
- Review event name, location, date, and time
- Click “Submit Registration” at bottom of page
- Screen will verify your registration
- You will also receive an email registration confirmation