

Customer Service Center (CSC)

A Telecom Coordinator Guide to CSC Services

The logo for BCBS (Bureau of Communication and Computer Services) features the letters 'BCBS' in a large, blue, stylized, handwritten-style font. The letters are set against a background of overlapping, semi-transparent geometric shapes in shades of blue and grey, creating a modern, layered effect.

Keeping You Connected

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Overview

At the most basic level, the Bureau of Communication and Computer Services (**BCCS**) is a vendor and you are our customer. BCCS provides telecommunications products and services to State of Illinois agencies, boards, commissions and educational institutions (collectively known as “agencies”). Each agency has a person or a group of people who are responsible for the ordering of new telecommunications products and services, maintenance of such, and keeping track of new developments and other ancillary services. These individuals are called **telecommunications coordinators**.

As a telecommunications (telecom) coordinator, you are the key to the whole process. This guide provides the basic knowledge you need to work seamlessly with BCCS in fulfilling your agency’s needs.

The Bureau of Communication and Computer Services (BCCS)

BCCS Mission Statement: *To be a unified team that offers reliable and effective technology solutions to enable our customers to serve the people of the State of Illinois and achieve enterprise success.*

The following goals are only part of this mission.

- Analyze current and future state communications needs
- Seek new and expanded methods for providing service
- Identify complimentary or offsetting services
- Expand master contracts for equipment and service addressing specific needs
- Optimize equipment value and service offerings
- Establish reasonable and effective standards to guide procurement and service decisions
- Improve consulting services for new products, systems and major expansions
- Seek tool unification, automate processes and refine operational methods and procedures
- Manage vendor performance and monitor service level agreements with all telecommunications vendors
- Improve reporting and monitoring processes and procedures
- Improve agency training programs

BCCS is a bureau under The Department of Central Management Services. While there are a large number of divisions within the BCCS organization, as a telecommunications coordinator, you will primarily interact with only three: the Customer Service Center (CSC), Business Services, and the Communications Management Center (CMC).

BCCS - Business Services

Under direction of the BCCS Chief Financial Officer, the Business Services staff is responsible for paying vendors (for the equipment/services provided) and, in turn, billing the agencies for the products and services they use. Each agency has a billing account provided by CMS and receives monthly statements identifying charges for equipment purchase, rental, maintenance, service, and usage.

BCCS - Communications Management Center (CMC)

The CMC is responsible for “after hours” voice/telephone, wireless, and data repair calls and IWIN repair service. CSC calls are automatically routed to the CMC after-hours and on holidays, insuring that our clients have 24x7x365 service support. In conjunction with BCCS Network Services, the CMC is responsible for network surveillance and supports strategic initiatives under which the state’s voice and data infrastructure is designed, deployed, integrated, and maintained. In addition, the CMC offers network support to municipalities, state agencies, K-12 schools, libraries, museums, hospitals and other health care organizations.

BCCS - Customer Service Center (CSC)

800-366-8768
[in Centrex at 217-524-4784]

The CSC operates a combined Telecommunications Service Desk and an IT Service Desk dedicated to helping customers deal with operation and maintenance of existing equipment and making informed choices in the purchase of new equipment and services. The CSC is staffed during standard business hours, Monday through Friday. The following services are provided.

- Identify cost effective services and equipment – and alternatives
- Consult and recommend the best telecommunications systems for the lowest cost
- Negotiate and expand telecommunications master contracts for equipment and service and, manage vendor performance and service levels under strict terms and conditions
- Process service requests for moves, adds, and changes to telecommunications service
- Provide new telecommunications and data service, systems, and equipment – and monitor warranty periods
- Monitor installations
- Update inventory/billing records
- Create, update, and monitor incident reports of telephone, wireless, and data repair issues
- Create, update, and monitor incident reports of IT repair issues (Some

consolidated agencies have extended service desk hours.)

- Process Enterprise Service Requests (ESR) for IT end-user support for the consolidated state agencies
- Use defined metrics to validate and verify the performance, timeliness and value of the products and services delivered by the CSC, CMC and contracted vendors

A dedicated toll free number connects agency coordinators and end users to CSC telecom and IT agents trained to assist them.

Telecommunications Service Desk

On the telecom side, CSC operations are similar to those of a telephone company. Using a mix of state and vendor services, BCCS offers a variety of telecommunications products and services. Negotiated contracts provide a broad product mix at competitive rates to serve the needs of:

- state agencies,
- state boards and commissions,
- municipal, county, federal, fire department, and railroad law enforcement offices,
- offices of elected constitutional officers,
- state universities,
- Illinois courts, and
- Springfield and Chicago offices of the Illinois House and Senate.

The CSC has four work units responsible for telecommunications services. Agents in these units, listed below, interact with agency telecom coordinators on a daily basis.

Consultation and Procurement
Provisioning
Quality Assurance
Repair

Telecom Consultation and Procurement

The Communications System Specialist II staff (CSS2) works closely with the agency's coordinator to develop solutions to meet the agency's specific needs. The CSS2 consults on major projects, assists in document preparation, coordinates vendor services, and completes special assignments that may include the following services.

- Analyze the present and future telecommunications needs of an assigned

state agency and recommend solutions to meet those requirements in the most efficient and economical manner possible

- Confer with agency personnel to design requirements and specifications for large telecommunications projects and obtain price quotations
- Manage large telecommunications relocations, installations and projects including, but not limited to, coordinating status meetings and managing project plans
- Coordinate and schedule training for new installations, upgrades, and large projects
- Conduct acceptance walk-through agency meetings to determine quality and functionality of system installations

To determine an agency's assigned CSS2, log on to the BCCS web site.

Telecom Provisioning

For items under a CMS master contract, the installation cost includes the average amount of labor and materials to install the equipment. If the location is not pre-wired or additional time and materials are needed, the agency will be charged accordingly. After the initial warranty period, all rental equipment is covered under a CMS maintenance contract, and maintenance fees are included in the monthly rental charge.

If an agency requests the removal of or change in equipment, a technician will be dispatched to remove and/or replace the equipment. The technician will return the used equipment to CMS. Agencies will be charged the full price for any equipment they fail to return.

Audio and Web Conferencing Services: No set up fee – usage based billing

Audio and web conferencing offers cost-effective solutions for one-time only or 24x7 stand-by conference bridge availability. There are a number of methods that can reduce costs depending upon the number of participants, their location(s), and meeting logistics.

From the Springfield, Collinsville and Chicago/Franklin Centrex (793 or 814), hosts can connect up to five additional callers (Centrex or Non Centrex) without even setting up an audio conference bridge. These hosts should use the **Station Dial Conference Calling** option from their analog or digital phones to connect up to five additional phones and pay only the applicable long distance toll charge (if any) for each

participant. Station Dial Conference Calling instructions are provided later in this document along with some basic tips for reducing agency audioconferencing costs.

For conferences with more than six participants, the most frequently used option allows callers to dial a designated toll free bridge number and enter a passcode to be placed into the call. The host pays for all related dial-in long distance charges and the per-minute conferencing fee. Caller-paid bridges are also available where the host pays only the per-minute conferencing fee and each caller pays his/her dial-in long distance charges.

Operator-assisted services are also available that include: operator roll-call and formal announcement of all participants; operator dial-out (operators call participants to join them into the conference bridge); fax notification; broadcast fax; and post-conference options such as transcription service, CD and cassette recording, participant lists, and digital replay. The current service provider also offers Web-ex on-line conferencing that allows real-time sharing and exchange of documents.

Authorized telecom coordinators may call the CSC to obtain the contact information (phone number and/or URL) to establish audio and web conferencing bridges with the contracted vendor. Some agencies have a policy that users must contact their agency's authorized telecommunications coordinator to establish a conference bridge. Other agency telecom coordinators provide the vendor number to end users and allow them to establish their own conference bridges. If there are questions regarding available features, pricing, or billing, coordinators should contact the CSC to discuss features, options, and service with a contract representative.

Data Services: [Leased equipment](#)

The Provisioning Unit answers basic questions regarding data services and forms completion. They also process Telecommunications Data/intercity Service Requests (TDRs) for all data communication facilities and associated equipment including fiber optic cabling, Internet dial-up access, On Net T1s and analog circuits, DSOs, radio transmission circuits, and other types of telco facilities. Data Provisioning agents schedule installations, manage the communications inventory, and bill the appropriate charges back to the agencies.

Videoconferencing Services: [Service supported by CMS/BCCS Network Services team.](#)

The main CSC toll free number provides an option for videoconferencing services.

These calls are routed directly to CMS/BCCS Network Services whose agents are responsible for scheduling, support, and procurement of videoconferencing at the CMS-owned sites in Springfield and at the James R. Thompson building in Chicago.

Voice/Telephone Services:

Leased— except agency owned TTYs, Polycoms, satellite phones, & answering machines

The Provisioning Unit answers calls from agency telecom coordinators regarding pricing, basic service and equipment functionality, and forms completion. This group receives, clarifies, and processes Telecommunication Service Requests (TSRs) for the procurement and installation of voice lines, telephone equipment and accessories, voice mail, calling cards, PBX/EKS and key systems, special features, toll free service, and other voice related telecommunications needs. Provisioning agents monitor order status, update billing information, and work with agency and appropriate vendor representatives and technicians to implement efficient, cost effective voice services.

Wireless Services (Cellular, Blackberry, Air Cards & IWIN):

Cellular/Blackberry/Air Cards: Agency owned equipment

The Provisioning Unit is responsible for the procurement and activation of all cellular voice and data equipment, accessories, and service plans. The staff consults with agency clients regarding new cellular based technologies, equipment features, upgrade options, pricing, ongoing user training, and the recommendation for cost-effective calling and data plans. They process TSRs, update EMS inventory records, monitor delivery of equipment and activation, and complete the billing portion of the EMS record.

Unlike telephone equipment, CMS does not lease cellular phones, Blackberries, air cards or accessories. Cellular equipment is purchased from CMS and it is the agency's responsibility to tag and inventory the cellular equipment following internal property control rules.

Illinois Wireless Information Network (IWIN): Agency owned equipment

IWIN is a wireless, wide-area data network using Code Division Multiple Access (CDMA) technology to provide real-time, full duplex mobile connectivity to federal, state, county, and municipal governmental, public safety, and fire protection agencies in addition to railroad, park district, and university law enforcement departments throughout Illinois.

The Provisioning Unit answers general questions regarding service and pricing and processes Wireless Service Requests (WSRs) for activation. In combined efforts, the CSC, CMC and BCCS Network Services, provide for the day-to-day operation and maintenance of the network. CSC personnel assist with system activation; however, the agency is responsible for hardware purchase and installation.

Telecom Quality Assurance

The Quality Assurance group (QA) validates and verifies the performance, timeliness and value of the products and services delivered by the CSC, CMC and contracted vendors. QA analyzes information, generates reports and, recommends changes and improvements to streamline CSC processes and increase efficiencies. This team also monitors vendor service level agreements (SLAs) and assesses appropriate penalties. QA edits and finalizes internal Methods & Procedures documentation, approves monthly billable repair and statewide maintenance invoices, completes the annual telephone station count “true-up” process, produces and delivers the telecom service Bulletins, maintains the database of statewide agency telecom coordinators, manages the on-line State of Illinois Telephone Directory Application, and supervises vendor-provided State Directory Assistance.

State of Illinois Telephone Directory (SOI Directory) -- and -- State Directory Assistance Operations:

CSC Quality Assurance supervises the on-line publication of the State of Illinois Telephone Directory (SOI Directory) which is the sole data source used by the State’s Directory Assistance Operators. The on-line SOI Directory contains business listings and alphabetical staff listings for all state agencies, boards, commissions, and universities.

Each agency establishes its own publication policy to determine which staff may (or may not) have their contact information published. The telecom coordinator is responsible for updating agency SOI Directory records and CSC QA staffers are available to provide both formal and one-on-one SOI Directory training.

The SOI Directory is available on-line at www.illinois.gov. Click on Government – click on State of Illinois Telephone Directory. Users can search by agency Business Listings or perform advanced searches to alphabetically locate state employees by name. Printable pdf versions of selected agency Business Listings and Employee Listings are also available.

Telecom Repair

Data, Voice and Wireless Repair

The CSC and CMC Help Desk staff is available toll free 24 x 7 x 365 to perform managed maintenance services that include, but are not limited to the following functions.

- Complete detailed incident tickets that clearly define the nature of the service related problem
- Update site and requestor information in the ticketing application
- Report trouble issues to Local Exchange Carriers (LECs) and other service and/or equipment providers
- Establish the level of repair priority
- Monitor the service status following established escalation procedures
- Close service tickets upon satisfactory resolution (as confirmed by the agency contact)
- Research and identify problem issues that fall within classified “chronic” conditions
- Perform ESN changes

At the time of the initial call, agencies are advised whether the repair is covered under the state-wide maintenance agreement or if the repair will be billed on a time and material basis (T&M). All T&M repairs must be authorized by an appointed agency telecom coordinator. If the issue requires coordination between multiple telcos, the state’s contracted vendor will monitor and open any additional trouble tickets needed to assure proper resolution. The appropriate vendor technicians will be dispatched to repair or replace defective equipment. In all situations, incident tickets are opened, monitored, and closed only upon the agency’s verification that service has been restored to their satisfaction.

Callers reporting wireless problems will be advised whether warranty replacement is necessitated. Delivery of replacement devices is monitored and agency representatives must acknowledge receipt of the working device. If the non-working cellular device is out of warranty and a new device must be ordered, the agency is advised to complete a TSR to follow provisioning guidelines, and the incident ticket is closed.

IWIN connectivity issues are diagnosed and resolved; however hardware issues are the agency's responsibility.

The CSC may receive notification of fiber cuts, telco central office problems, voicemail system disruptions, signal tower problems and other major service outages. When deemed appropriate by CSC management, agency telecom coordinators may receive email notifications when known outages will disrupt users for extended periods of time.

Note: [Videoconferencing Repair](#) -Service supported by CMS/BCCS Network Services team.

The main CSC toll free number provides an option for videoconferencing services. These calls are all routed to CMS Network Services whose agents are responsible for scheduling and support of videoconferencing at the CMS-owned sites in Springfield and at the James R. Thompson building in Chicago. If technical difficulties are experienced, users can call the site's video facilitator or the CSC toll free number (phone numbers are posted in each location) so CMS Network Services can escalate and resolve the problem.

Information Technology (IT) Service Desk

IT Provisioning

IT Service Desk agents (ITSD agents) provide computer related services to thousands of end users at the consolidated state agencies and the state boards and commissions under the Governor. ITSD agents perform varied tasks that include the processing of Enterprise Service Requests (ESRs) and Addendums that initiate change requests and assign IT tasks. ITSD agents assign tasks to all appropriate BCCS service teams and upon ESR completion, ITSD agents follow-up with the end user to document BCCS performance on the Customer Satisfaction Survey.

IT Repair

The ITSD agents are also available to re-set passwords, trouble-shoot basic repair problems, provide Tier 1 help desk assistance with fundamental technology services, and monitor that issues are resolved as quickly as possible. Each incident is identified, recorded, categorized, assigned the appropriate priority and severity codes, tasked to the appropriate BCCS work team, and tracked until resolution. When necessary, a call will be escalated using basic information to identify the existence of underlying problems.

In major outage situations, ITSD agents are also responsible for notification to BCCS leadership, agency CIOs, and other key agency personnel. These incidents cases, opened as a “MORT” situation, are closely monitored and agents provide updates through resolution.

State Agencies

Each agency has unique needs that must be considered when recommending and providing service. CMS requires that each agency appoint a telecommunications coordinator (coordinator) and based on agency operations, multiple coordinators may be appointed and assigned individual and/or overlapping responsibilities.

Appointing the Telecommunications Coordinator

BCCS considers a telecommunications coordinator to be the agency's *official voice* on all requests for telecommunications products, services, and billable repairs. This individual must have sufficient agency knowledge and authority to fulfill the responsibilities defined under "Telecommunications Coordinator Specific Responsibilities" (see below). It is essential that a telecom coordinator develop a working knowledge of the EMS system, the web-based application used to order, inventory, and bill telecom services.

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must appoint all telecommunications coordinators using the required "BCCS Agency Registration Form" that identifies the coordinator, provides his/her contact information, and delegates his/her assigned level of authority to sign service orders (thus obligating/expending the agency's telecommunications funds). Appointment requires the agency head's signature. The two types of telecommunications coordinators are identified below.

- Primary - those authorized to expend agency funds, sign service orders, authorize billable repairs, update EMS, update the SOI Directory, and receive Bulletins
- Secondary - those with no spending authority, but who can still update EMS and the SOI Directory, and receive Bulletins

All signed "BCCS Agency Registration Forms" appointing new telecom coordinators or changing the authority of an existing coordinator should be sent to the CSC as addressed below.

CMS – Customer Service Center
120 West Jefferson Street, 2nd Floor
Springfield, Illinois 62702-5103

The CSC maintains a database of all agency coordinators and their delegated spending authority. An agency may appoint multiple telecom coordinators: their individual duties and spending authority may be identical, or each telecom coordinator may be responsible for different service areas. However, only one coordinator can have “true-up” responsibilities. This person is responsible for completing the annual coordinator verification and validating the annual telephone station count “true-up,” as discussed in detail below.

The CSC may host various conferences and training sessions throughout the year that will benefit new coordinators by instructing them on the basics of pricing; forms completion; ordering; EMS inventory, tracking, billing, and reporting functionality; programming telecommunications equipment; and SOI Directory updates.

Telecommunications Coordinator Specific Responsibilities

- Understand and clearly convey the agency’s telecommunications needs.
- Monitor the agency’s use of telecommunications equipment and services for the specific purpose of identifying abuse or misuse and any need for instruction and/or training.
- Monitor expenditures to eliminate unnecessary costs and maintain a proper level of service.
- Determine user needs and approve requests for service and equipment that are in compliance with established agency guidelines.
- Review all telecommunications service requests within the agency to ensure compliance with CMS, procurement, and agency guidelines.
- Work with the agency-appointed State Procurement Officer to budget for telecommunications expenditures, ensure that adequate funds are available, and verify that the proper accounting unit code numbers (known as AU#s or Cost Center Codes) are used when requesting telecommunications products and services.
- Submit Cost Center Request Forms to establish appropriate 10-digit AU#s/Cost Center Code numbers. (The first 3 digits are the Comptroller-assigned CUSAS Code and the remaining 7 digits are agency-assigned to represent internal divisions or types of service.)
- Coordinate with the CSC on all telecommunications projects and services. Telecom coordinators must:
 - Submit service requests that allow sufficient time for delivery/installation within published “CSC Service Intervals: Target Timelines,”

- Provide early notification of all major projects, moves, and other non-routine service requests, and
 - Submit due dates, studies, plans, and other related documentation for any project.
- Complete CSC-offered training in EMS. (Coordinators learn to complete user name and AU/Cost Center Code changes, track service orders, verify inventory assets, and handle advance issues including running reports, security, billing review, and manual charges.)
 - Assist the CSC in maintaining up-to-date inventory records of agency telecommunications equipment and services.
 - Complete CSC offered training in CentrexMate. (Coordinators learn how to program agency Centrex lines and their special features.)
 - Update the on-line State of Illinois Telephone Directory with the agency's Business and People Listings and maintain the behind-the-scenes Work Units and Address Lists that control the system's drop-down selections.
 - Validate the annual telecom system station count, known as the "true-up" process. (This validates the actual number of phones and establishes the annual maintenance fee charged to the agency. The CSC will initiate this process by sending an informational packet to the "true-up" telecom coordinator at each agency.)
 - Notify the CSC of any changes in agency telecom coordinator status. Submit annual verification of agency coordinators, their contact information, and levels of spending authority. (The annual telecom coordinator verification process is initiated by the CSC and agency response is mandatory for audit purposes.)
 - Read all CSC delivered email and service Bulletins that provide notification of important due dates, changes in service offerings, pricing updates, and other critical information.

Requesting Telecommunications Service

Agencies obtain voice, data, wireless, and any other services by submitting the correct form, completed in its entirety. The CSC provisioning staff can assist with forms completion and the most frequently used forms are listed below.

- BCCS Agency Registration Form (appoints telecommunications coordinators)
- Paging Service Request (PSR) (additional paging request forms exist)
- Telephone Calling Card Request (for State of IL calling card service only)
- Telecommunications Data/Intercity Service Request (TDR) (for data services only)
- Telecommunications Service Request (TSR) (for voice and wireless services)
- Wireless Service Request (for IWIN services only)

These forms and corresponding instructions for their completion are all available on the BCCS web site. Also, agency coordinators should be familiar with the “CSC Service Intervals: Target Timelines” that are published on the BCCS web site. The list outlines expectations from the time the CSC receives an order until the equipment is delivered or service is established/installation is completed. **Coordinators should submit service requests in sufficient time to allow for completion within these established timelines.**

Using the Correct Form

The correct form speeds delivery time as it communicates specific details that will include, but are not limited to the following information.

- Exact service required
- Specific make/model/color of equipment requested
- Exact location
- Desired date for delivery and/or installation
- End user name – or who is responsible for the service or equipment
- Cost Center Code/AU# that will pay for TSR/TDR/PSR/WSR completion

Submit all service requests to the CMS Customer Service Center at the following address.

**CMS Customer Service Center
Attn: Provisioning
120 W. Jefferson – 2nd Floor
Springfield, IL 62702-5103**

The TSR – Voice/Telephone and Cellular Request

A **Telecommunications Service Request (TSR)** should be completed for all voice orders and requests for new lines, telephone equipment and accessories, LAN installations, moves, changes, fiber optics, and cellular service. TSR use includes, but is not limited to, requests for the following equipment and service.

- Answering machines
- Assistive devices for the hearing impaired (TTY and NexTalk service)
- Automated attendant applications
- Centrex and business lines
- Data dial-up circuits
- Directory changes in local telco telephone books
- DSL service
- EKS/PBX Systems
- Headsets
- Internal and campus wiring (voice and data)
- Pay telephones
- Phone jacks
- Security and alarm systems
- Specialized voice circuits
- Telephones and programming
- Toll free service and establishment of Service Assurance (the pre-arrangement for hot lines or toll free numbers to be forwarded to an alternate location in the event of an emergency)
- Transfer boxes
- Videoconferencing equipment
- Voicemail
- Wireless services: cellular and Blackberry equipment, including accessories, voice and data plans, and air cards

At this time, electronic submissions and faxes are not permitted.

The TDR - Data Request

A **Telecommunications Data/Intercity Service Request (TDR)** should be completed for all data orders, requests for data equipment, and use of network facilities. The following exemplifies services orders using a TDR form.

- Dedicated alarm circuits
- Dial-up data circuit (CMS provided modem)
- Full period circuits
- Internet dial-up access service
- Modem – DSU/CSU
- Radio transmission circuits
- Routers
- Videoconferencing circuits

At this time, Data is the only provisioning area that accepts electronic orders. In addition to submitting TDRs by interoffice and US mail, you can also email them to cms.prov@illinois.gov.

Calling Card Request

A **Telephone Calling Card Request** must be completed to obtain a State of Illinois calling card for employees whose duties require frequent travel and the necessity for making calls from locations other than their office or home. The Calling Card Request form is also required to cancel a calling card. All calling card order forms must be mailed to the CSC.

The WSR - IWIN Wireless Service Request

A **Wireless Service Request (WSR)** should be used by federal, state, county, and local government agencies to request access to the Illinois Wireless Information Network (IWIN). Other forms may be needed in specific situations, such as setting up a new agency account or simply adding a new user to an existing agency account. The agency IWIN coordinator is responsible for completing all appropriate IWIN forms (identified below) and mailing these to the BCCS Customer Service Center.

- WSR (page1)
- WSR (page 2)
- User Registry
- Leads Agreement

To obtain LEADS certification, please contact the Illinois State Police LEADS team at 217-782-4155 or toll free at (866) 532-3700.

The Routine Telecommunication Service Order Process

- Step 1: The end user generates a request to the agency coordinator.
- Step 2: The coordinator fills out the appropriate service request form and attachments.
- Step 3: Agency management and assigned State Procurement Officer approve the service request. The telecom coordinator signs the service request.
- Step 4: The service request is mailed to:
CMS Customer Service Center
Attn: Provisioning
120 W. Jefferson – 2nd Floor
Springfield, IL 62702 - 5103
- Step 5: The CSC Provisioning Staff logs the service request in EMS, evaluates the request, clarifies any discrepancies, and routes it through the internal approval process. (Service orders are worked in the order in which they are received.)
- Step 6: CSC staff coordinate service with the appropriate vendor.
- Step 7: Equipment delivery and/or installation work is assigned and monitored by CSC staff, and is completed by the designated vendor.
- Step 8: CSC personnel update inventory records, finalize the order in EMS, and generate billing to the agency.

Identifying Non-Routine Telecom Service Orders

In general, the following requests are considered non-routine service orders.

- Assistive devices/service for the hearing impaired (TTY and NexTalk Service)
- Automated Attendant services or Voice Mail Enhanced Call Processing (ECP) design
- Centrex OPXs, FXs, PRIs, T1s and/or any other specialized voice circuit
- DSL
- Fiber Optics
- ISDN
- Moves/relocations from one address to another
- New system installations or upgrades (EKS, PBX, ACD, IVR, etc.)
- New addresses or site locations
- Price quotes
- Removal of an entire telecommunications system (excluding 1A2 and single line equipment)
- Special equipment and/or services not covered under an existing CMS contract, including facsimile machine purchases over \$25,000
- Special training
- System analysis, design, or review
- Voice Mail menu box applications
- VoIP
- Wiring – over 25 stations

Many non-routine orders require substantial time for installation. When received, non-routine voice orders are forwarded to the appropriate Communications Systems Specialist (CSS2) for analysis and to obtain the required approvals. The CSC Provisioning unit then completes the order process. For assistance with non-routine orders, please contact your agency's CSS2. Due to the complexity of non-routine orders, please refer to the published "CSC Service Intervals: Target Timelines" and submit non-routine requests that allow sufficient time for processing and completion.

If there are questions classifying a service request as routine or non-routine, the CSC staff can provide assistance.

Tips for Reporting Problems and Repairs

800-366-8768 – follow offered menu options

In Springfield: 217-524-4784

Agencies pay a monthly fee on all leased equipment that covers normal wear and tear and protection against faulty facilities and/or equipment. Callers will always be advised if the repair is covered under the established maintenance contracts or will be a billable expense.

For most repairs, the following information should be provided to the CSC agent.

- Telephone/mobile/circuit number experiencing service problems (includes toll free and pay phone numbers)
- Type and model of the equipment (color also applies to telephone repairs)
- Description/nature of the problem/trouble/error message recording
- Location of equipment: cube-room-floor-building-street-city
- User name assigned to the device, if any
- Name and telephone number of the person reporting trouble
- Name and phone number for site contact, if vendor dispatch is needed [a working phone number for the site contact that is different than the number on which trouble is reported – CMS or vendor may need to directly reach out to that individual]
- Hours of business operations at the site, if vendor dispatch is needed

Additional Tips for Cellular and Blackberry Service Problems

- Caller must have device in hand at the time of the service call so trouble-shooting can be performed
- Pull battery out of device while it is powered “on” and re-seat the battery in the device [this performs a “mini-reset” that can clear some trouble]
- If device is not receiving email, check to see if device can connect to Internet
- Report number of bars of service/signal strength
- Dial *228 on Verizon devices to update signal/roaming capabilities

Additional Tips for IWIN Service Problems

- User should first contact his/her IWIN Coordinator
- IWIN Coordinator should isolate whether problem is equipment or network related

- Caller must have unit in hand at the time of the service call so trouble-shooting can be performed
- Provide associated modem phone number and the IP address

Additional Tips for Voice/Telephone Service Problems

- Verify the phone is plugged in and there is electrical power to the area
- Verify the phone volume was not manually adjusted
- Verify that calls were not manually forwarded (106 = forward; 107 = un-forward)
- Verify if problem is isolated to one individual or are others affected
- Verify whether user can call-out and/or can receive in-coming calls
- Is there a break in line cord or handset cord
- If known, advise if there has been recent order activity
- Advise if user believes this is a chronic issue/problem

Repairs Caused by Agency/Customer Abuse, Neglect or Acts of Nature

Any repairs that were caused by customer neglect, abuse, or acts of nature will be billed on a time and materials basis (T&M). Vendor personnel will provide written documentation to support the claim of abuse or neglect. Agencies will be charged accordingly during regular business hours, weekends, and holidays.

A few examples of abuse, neglect, and acts of nature are listed below.

- User neglected to cancel manual call forward resulting in no dial
- User turned the volume down
- User unplugged telephone or equipment
- User spilled liquids on equipment
- User dropped equipment or cords broken by force
- Facility maintenance problems damaged equipment (roof leaks, excessive heat, etc.)
- Stolen equipment
- Repair caused by customer's personal equipment
- Acts of nature (lighting, tornado, flooding etc.)

Telecommunication Equipment and Property Control

Tagging of Telephone Systems

By statute, BCCS holds ownership of all telephone systems and equipment (wireless equipment and a select few pieces of voice equipment are the exception). BCCS annually certifies and reports the location and description of all telephone systems (PBX, EKS, and other systems) as required by state property control rules. A unique six-digit CMS property control tag is assigned and applied to each telephone system. Agencies should not record CMS/BCCS-owned equipment on their property control records or place their agency tag on that equipment.

BCCS does not own wireless devices (including cell phones, modems, Blackberries, PDA's or any wireless accessories), nor does BCCS own Polycom Conferencing units, answering machines, TTY units, or satellite phones. Agencies purchase that equipment from BCCS and are responsible for tagging and inventory following their internal property control rules.

Telephone terminal equipment (i.e. telephone sets, speaker phones, line status indicators, etc.) is considered part of a telephone system. The physical location of each piece is maintained in BCCS records. An agency tag should not be affixed to this equipment.

Certification of Telephone Equipment Inventory

Agencies receive an inventory of equipment leased to them by CMS as part of their monthly billing statement. Approval of these monthly invoices certifies the accuracy of the inventory.

Protection Against Theft

Each agency is responsible to protect telephone and data equipment from theft. Agency staff will be responsible for investigating missing equipment and notifying BCCS in writing of any missing/stolen equipment. **Agencies are responsible for the full replacement cost of any equipment stolen from their premises.**

State Telephone Usage Policy

NOTE: Each agency may have its own, more specific telephone usage policy. Personnel are advised to contact their employing agency's administrative office to secure a copy of the rules governing the work place.

Illinois Administrative Code Chapter I, §5030 -- Subtitle I Title 44: Government Contracts, Procurement and Property Management

5030.100 Authority

This Part is promulgated in accordance with Illinois Revised Statutes 1981, ch. 127, pars. 16, 63b13.18 and 63b13.22.

5030.110 Provision of Telephone Service

The State shall provide and pay for telephone service adequate to conduct State business, consistent with the telephone usage policy contained in Section 5030.130. *(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)*

5030.120 Applicability

This Part applies to all departments, officers, commissions, boards, institutions and bodies politic and corporate of the State except the General Assembly, legislative service agencies and all officers of the General Assembly. The telephone usage policy set forth in Section 5030.130 applies to all departments, officers, commissions and boards under the Governor's jurisdiction. Other State officers may adopt the policy or may implement their own policy if they choose to do so. *(Source: Amended at 14 Ill. Reg. 19149, effective November 27, 1990)*

5030.130 Telephone Usage Policy

- a) The intent of this policy is to permit State employees to make reasonable, as defined in subsection (b) and (c) of this Section, use of State telephone systems and, at the same time, to guard against telephone abuse.
- b) The use of State telephone services is limited to official business. Official business calls include emergency calls and calls that are in the best interest of the State. A call shall be considered as authorized in the best interest of the State if it meets the following criteria:
 - 1) It does not adversely affect the performance of official duties by the employee or the employee's organization,
 - 2) It is of reasonable duration and frequency, in accordance with subsection (c) of this Section, and
 - 3) It could not have reasonably, in accordance with subsection (c) of this Section, been made during non-work hours.
- c) Examples of circumstances that fall under the above guidelines include, but are not limited to, the following:
 - 1) An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child- or elder- care arrangements.
 - 2) An employee makes a brief call to locations within the local commuting area to speak to

spouse, minor children, elderly parent (or those responsible for them, e.g., school or day care center, nursing home, etc.).

- 3) The employee makes brief calls within the local commuting area that can be reached only during working hours, such as a local government agency or a physician.
- 4) An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.
- 5) While on official business, the employee makes a call of three minutes or less to announce safe arrival, delay or a change in plans. The employer may request written confirmation from the employee that a call qualifies under this subsection. If disciplinary action is taken based on alleged violations of the telephone usage policy, employees may grieve such action pursuant to 80 Ill. Adm. Code 303: Subpart A or the appropriate collective bargaining agreement.

AGENCY NOTE: Brief shall mean the time it takes to accomplish the purpose of the call.

- d) A personal call made during working hours that falls under the guidelines in Sections 5030.130(b)(1), (2) and (3), but is not representative of the examples given in Sections 5030.130(c) (1), (2), (3) and (4) is permitted if:
 - 1) It is charged to the employee's home phone number or other non-government number,
 - 2) It is made to an "800" toll-free number,
 - 3) It is charged to the called party if a non-state number, or
 - 4) It is charged to a personal credit card.
- e) For any use of State telephones beyond the parameters of this policy, employees shall be charged actual Department of Central Management Services billed charges.
- f) The employee shall reimburse the State for toll and other charges by personal check payable to the General Revenue Fund or other appropriate fund as designated by the agency employing the individual. If the employing department, officer, commission or board presents a statement of itemized telephone calls to a State employee and the employee fails to reimburse the State voluntarily for those calls which fall outside the parameters of the telephone usage policy within 30 days, or if it is determined that the employee has abused the telephone usage policy, the employee shall be charged actual Department of Central Management Services billed charges plus \$1 per minute for long distance calls and \$.50 per minute for local calls. These rates are intended to cover the cost of the calls and the administrative costs associated with reviewing bills and processing payments. If not paid within 30 days of billing, collection action will be instituted through appropriate legal means.
(Source: Amended at 16 Ill. Reg. 4826, effective March 12, 1992)

5030.140 Discipline

Employees are put on notice that payment of toll and other charges does not prevent an agency from instituting appropriate disciplinary action.

Directory Assistance Usage Policy

411 Telco Provided Directory Assistance

Directory Assistance (i.e. 4-1-1, 555-1212) is a billable service. The costs appear on the CMS telephone bills issued to agencies and identify the number from which the directory assistance calls were made. By responding to a Directory Assistance prompt, callers can be connected directly to the number. State employees should be advised to use this service only when absolutely necessary as there is a separate charge for this connection service that greatly exceeds the cost of directly dialing the same number.

State employees are strongly discouraged from dialing Directory Assistance. All agencies, boards, commissions, and universities should obtain area-wide telephone directories from their serving Local Telephone Company/Local Exchange Carrier (LEC). In addition, directories for other cities in Illinois are also available from the LEC. Directory listings are also available at no cost via the Internet at several sites including, but not limited to: www.anywho.com, www.SMARTpages.com, and www.yellowpages.com. Callers should verify free services are provided prior to using these or similar Internet sites.

State of Illinois Directory Assistance

The telecommunications coordinator at each state agency is responsible for updating his/her agency records in the State of Illinois Telephone Directory which is the sole data source for the State Directory Assistance Operators. State DA operators are available at (217) 782-2000 (Springfield) or (312) 793-3500 (Chicago). **Because State Directory Assistance is also a chargeable service**, agency telecom coordinators should encourage all staff to access the “free” on-line State of Illinois Telephone Directory available at <http://www.Illinois.gov>. (Click on “Government” – then click on “State Telephone Directory.” Users can search by agency to locate specific office/departmental listings or can search the alphabetical records for a specific state employee.)

Station Dial Conference Calling Instructions

Host: located in Springfield, Collinsville, or Chicago/Franklin Centrex (793 or 814)

Host telephone: analog or p-phone

Audioconference size: Host + 5 additional participants

Participant telephones: any land telephone or mobile device

- 1) Wait for a dial tone
- 2) Dial the first participant
- 3) Greet the person on the line
- 4) Press the "link" or "transfer" or "switch hook", depending upon your phone
- 5) Dial 150 - wait to establish the conference call - you and the first participant will be connected to the conference
- 6) Press "link" or "transfer" or "switch hook", depending upon your phone
- 7) Wait for a dial tone
- 8) Dial the second participant
- 9) Greet the person on the phone
- 10) Press the "link" or "transfer" or "switch hook", depending upon your phone
- 11) Dial 150 - wait to establish the conference call - you and the first and second participants will be connected to the conference
- 12) Press the "link" or "transfer" or "switch hook", depending upon your phone
- 13) Wait for a dial tone
- 14) Dial the third participant
- 15) Greet the person on the line
- 16) Press the "link" or "transfer" or "switch hook", depending upon your phone
- 17) Dial 150 - wait to establish the conference call - you and your three participants will now be connected to the Conference
- 18) Continue the above steps for the final two participants

*Note: If you get a busy signal, no answer, or wrong number, depress switch hook, "link" or "transfer", listen for recall dial tone, and dial Conference Call Access Code **150** to be reconnected to the rest of the participants or dial the number of the new participant.*

Tips to Reduce Audioconferencing Costs

Cost saving practices for audioconferencing:

- Update your meeting invites and use the most cost-effective method if your meeting circumstances change.
- Do not set up a conference bridge to hold a meeting with one other person - call them directly.
- Within Springfield, Collinsville or Chicago/Franklin Centrex use the 4 or 5-digit phone number when dialing from one Centrex number to another Centrex number to avoid any local toll charges.
- Multiple users in one location should be encouraged to join the conference bridge using a speaker telephone in a shared location to eliminate multiple dial-ins.

Remember that the audio “host” incurs the basic call/bridge charges. When a vendor or other outside organization will be involved in an audioconference and state personnel are participants, request the outside organization/vendor set up the call/bridge, if possible.

SOI Telephone Directory - System/Desktop Requirements

The telecom coordinator is responsible for updating agency SOI Directory Business Listings and People records. Based on the volume of requests, SOI Directory classroom training may be provided throughout the year. In the interim, CSC QA staffers are available to provide one-on-one training and support.

Administrative access to the web-based State of Illinois Telephone Directory Application (SOI Directory) requires the following system requirements.

- A Computer with Internet connection.
- Internet Explorer 6.0 installed (or most current version).
- Latest version of Java Virtual Machine (JVM) installed. Please visit <http://www.java.com/en/download/help/testvm.xml> to check if JVM is installed on your computer. If NOT, this page has all the instructions to install JVM on your computer. [Note: You may need to engage your IT Manager or contact your IT Help Desk for assistance*.]
- Popup blocker disabled. [Note: You may need to engage your IT Manager or contact your IT Help Desk for assistance*.]

* For Consolidated agencies: contact your IT Coordinator for completion of an Enterprise Service Request (ESR) to get system requirements in place.

The SOI Directory, available on the State's home page, is used by state employees conducting state business 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. Maintaining the accuracy of the data will depend on the vigilance and dedication of telecommunications coordinators throughout the State.

End users can access the on-line SOI Directory at www.illinois.gov [Click on Government – Click on State of Illinois Telephone Directory]. Users can search by agency Business Listings or perform advanced searches to alphabetically locate state employees by name. Printable pdf versions of selected agency Business Listings and Employee Listings are also available.

SOI Telephone Directory - Digital Certificate/ID Instructions

A. Obtaining a Digital ID

The new SOI Directory Application runs under CMS Application Manager. Coordinators will be permitted administrative rights to add, change, and delete directory listings and must have Digital IDs to use the Application. If you do not have a digital ID please follow the steps below.

1. Open a Browser.
2. Type <http://www.cms.portal.il.gov> in the address line.
3. Click Go.
4. The CMS Application Manager Page will appear.

CMS ILLINOIS DEPARTMENT OF
Central Management Services

CMS Application Manager
Pat Quinn, Governor

Introduction

This is the Central Management Services (CMS) Application Manager login. You must have a valid State of Illinois Digital Identification to access CMS applications provided via this Portal. If you have not yet obtained a [digital identification](#) please do so now. Additionally if you are unsure whether or not you have already obtained a State of Illinois Digital Identification, if you need to recover your password, or if you want to test your digital identification, you may do so below.

- [Do I already have a Digital ID?](#)
- [Help me recover my Digital ID/Password.](#)
- [Test my Digital ID.](#)
- [Help me find the Plug-in I need.](#)
- [Add this site to my Favorites list.](#)
- [Need technical assistance? Contact us](#)
- [Frequently Asked Questions.](#)

Login **Legal Disclaimer**

Please enter your username and password in the fields below.

Username:

Password:

**** WARNING! UNAUTHORIZED ACCESS IS PROHIBITED. ****

Further access is limited to authorized users only. By accessing or using this system you are consenting to monitoring and recording, which may be disclosed for administrative, disciplinary, civil, or criminal actions, penalties, or prosecution. Users should have no expectation of privacy when accessing or using this system or any of its components.

Copyright © 2011, Central Management Services Main State Home | Pki/Digital ID Info | Plug-Ins | Web Accessibility

5. Click on the digital identification link (appears in first paragraph).
6. The State of Illinois Digital Certificate Subscriber Agreement page will appear.

Subscriber Agreement

STATE OF ILLINOIS DIGITAL CERTIFICATE SUBSCRIBER AGREEMENT

SUBSCRIBERS MUST READ THIS SUBSCRIBER AGREEMENT BEFORE APPLYING FOR, ACCEPTING, OR USING A STATE OF ILLINOIS DIGITAL CERTIFICATE. IF YOU DO NOT AGREE TO THE TERMS OF THIS SUBSCRIBER AGREEMENT, A CERTIFICATE WILL NOT BE ISSUED IN YOUR NAME.

THIS SUBSCRIBER AGREEMENT will become effective on the date you submit the certificate application to the designated State Registration Authority (RA). By submitting this Subscriber Agreement (and certificate application) you are requesting that the State RA issue a certificate to you and are expressing your agreement to the terms of this Subscriber Agreement.

The State of Illinois Public Certification Services are governed by the State of Illinois Certificate Policy (the "CP") and Certification Practice Statement (the "CPS") as amended from time to time, which are incorporated by reference into this Subscriber Agreement. The State Registration Authority provides limited warranties, disclaims all other warranties, including warranties of merchantability or fitness for a particular purpose, limits liability, and excludes all liability for incidental, consequential, and punitive damages as stated in the CP.

SUBSCRIBERS AGREE TO USE THE CERTIFICATE AND ANY RELATED REGISTRATION AUTHORITY SERVICES ONLY IN ACCORDANCE WITH THE CP AND CPS.

YOU AS A SUBSCRIBER DEMONSTRATE YOUR KNOWLEDGE AND ACCEPTANCE OF THE TERMS OF THIS SUBSCRIBER AGREEMENT BY SUBMITTING AN APPLICATION FOR A CERTIFICATE TO STATE OF ILLINOIS CERTIFICATE AUTHORITY, AND BY USING THE CERTIFICATE.

SUBSCRIBER OBLIGATIONS

Subscribers are obligated to:

- Make true representation regarding information in their certificates; and other identification and authentication information;
- Use certificates in a manner consistent with the applicable State of Illinois Certificate Policy.
- Take reasonable precautions to prevent any compromise, modification, loss, disclosure, or unauthorized use of their private keys;
- Protect their associated digital certificate user password;
- Upon issuance of a digital certificate naming the applicant as the Subscriber, review the digital certificate to ensure that all Subscriber information included in it is accurate, and to expressly indicate acceptance or rejection of the digital Certificate.

7. Scroll down to read the entire agreement. [Note: To continue and obtain a Digital ID, you must accept the terms and conditions.]
8. Click "Accept" and the State of Illinois Digital Identity Registration page will appear.

State of Illinois Digital Identity Registration

Enter your personal information exactly as registered with the [SOS Driver Services Department](#) and found on your valid Illinois Drivers License or Identification Card.

For Assistance with problems call 217-785-8880 ... respond by saying " This is concerning the registration process for a digital certificate"...

[Questions about State of Illinois Digital Signatures? Read the FAQ!](#)

Personal Information as currently registered with the Illinois Secretary of State

First Name: Middle Name or Initial:

Last Name: Name Suffix: (Jr, Sr, III)

Address

Street Address:

City: Zip Code:

Personal Validation

Driver's License Number:

Weight As Shown On License: lbs

User Information

E-mail Address: The e-mail address you enter will be included in your Digital ID. This will enable you to use the Digital ID for signing and encryption with certain e-mail software and will enable others to encrypt e-mail sent to you if they already know your e-mail address. This will also provide us with a way to notify you in case of problems.

User Name: You will use the Username that you select along with your password (which you will select later) to access your digital identity. Select a Username that you will be able to remember easily. If the Username that you ask for is already in use, you will be prompted to select another.
Do NOT use a single quote (') in your username.

**The Requested Username can be up to 30 characters in length.*

You will be prompted to answer this question (you will enter the correct answer below) if you forget your username or password as part of a process to reset your password or recover your digital identity. The Secret Question should be a simple phrase that will immediately remind you of the Secret Answer, but will not be easily guessed by anyone else.

This is the response to the Secret Question that you entered above and, in the future, it must be entered exactly as you enter it here. The Secret Answer should be a few words that you will easily remember when you see the Secret Question, but that would not be easy for someone else to guess. For example, the name of a spouse or of children would be known to anyone who knows your family.

Password Rules

Password must have

- X 8 Characters minimum
- X 1 upper case letter
- X 1 lower-case letter

Password can't contain

- ✓ First name
- ✓ Last name
- ✓ more than three (3) continuous string characters (ex. AAA or QQQ)
- ✓ more than half of the user id (ex. Userid JohnQPublic could not use JohnQ or Public as a password)

and

- X both passwords must match

When conditions are met the X will change to a ✓

(The images may not change in certain versions of Netscape 4.x and lower)

After creating and changing a password, you cannot reuse that password until seven (7) other unique passwords have been created

This Password is doubly encrypted and therefore not known to anyone including the administrators of this system.

ss can be passed to State agency applications when you use your Digital ID, making it unnecessary for you to enter your name and address on y form and web page. The information will only be shared with other State of Illinois applications. If you do not want your name and address te of Illinois applications, please check the box below.

[and address among agencies works.](#)

and address to other State applications:

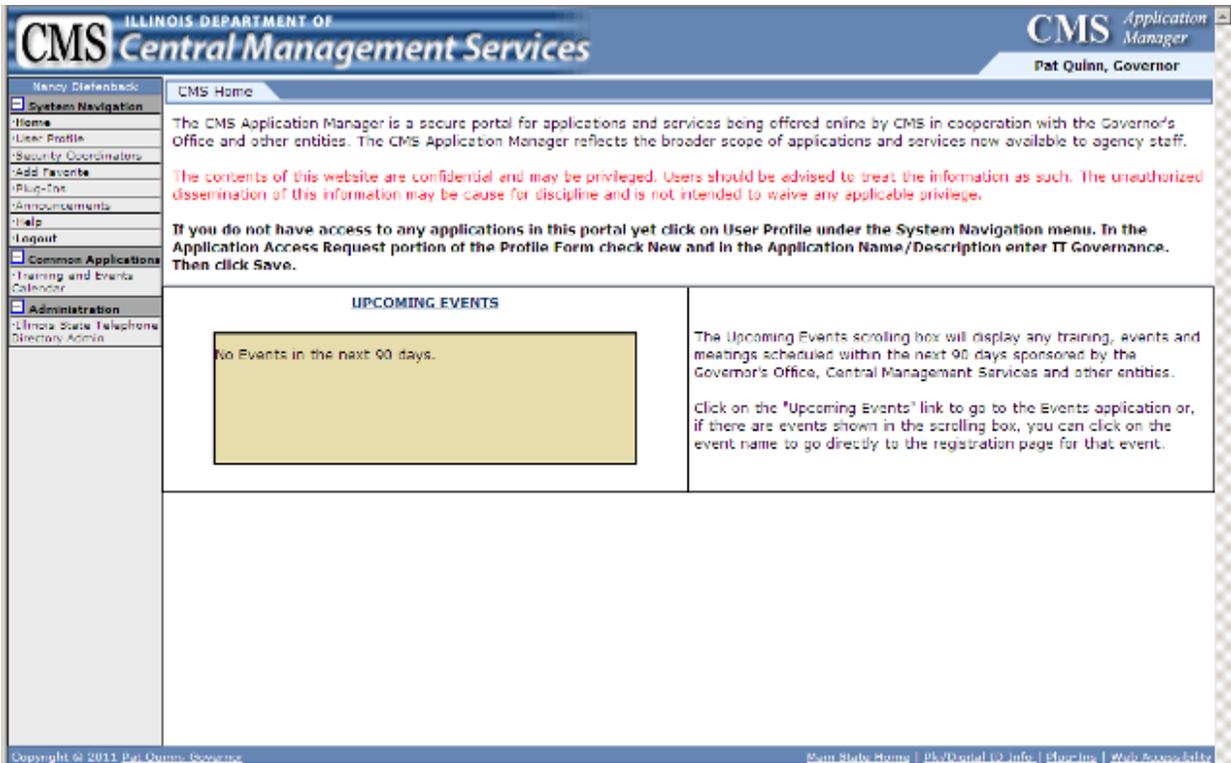
9. All fields are required and must be completed.
10. Scroll down to read the entire form. [You need a valid IL Driver's License or IL Photo Identification Card to complete the form.]
11. Click "Submit" button when finished.
12. Return to CMS Application Manager page to log in with your new Digital Identification.

B. Logging In

1. Open an Internet Browser.
2. Type <http://www.cms.portal.il.gov> in the address line.
3. Click Go.
4. The CMS Application Manager Page will appear.

The screenshot shows the CMS Application Manager login page. At the top, it features the Illinois Department of Central Management Services logo and the name of the Governor, Pat Quinn. Below the header is an 'Introduction' section with a paragraph explaining the login process and a list of links for help, including 'Do I already have a Digital ID?', 'Help me recover my Digital ID/Password', 'Test my Digital ID', 'Help me find the Plug-in I need', 'Add this site to my Favorites list', 'Need technical assistance? Contact us', and 'Frequently Asked Questions'. A 'Login' section contains a text prompt 'Please enter your username and password in the fields below.', two input fields for 'Username:' and 'Password:', and 'Log in' and 'Reset' buttons. To the right of the login fields is a 'Legal Disclaimer' section with a warning: '** WARNING! UNAUTHORIZED ACCESS IS PROHIBITED. **' and a paragraph stating that access is limited to authorized users and that users consent to monitoring and recording. The footer includes copyright information for 2011 and navigation links for 'Main', 'State Home', 'Pis/Digital ID Info', 'Plug-Ins', and 'Web Accessibility'.

5. Enter your Username and Password. [Note: If you have not previously used any CMS web applications, you will be transferred to the User Profile screen. See Section C (below) for Updating User Profile and requesting access to the SOI Directory Application.]
6. Click “Log in.”
7. The following CMS Application Manager Screen will appear.

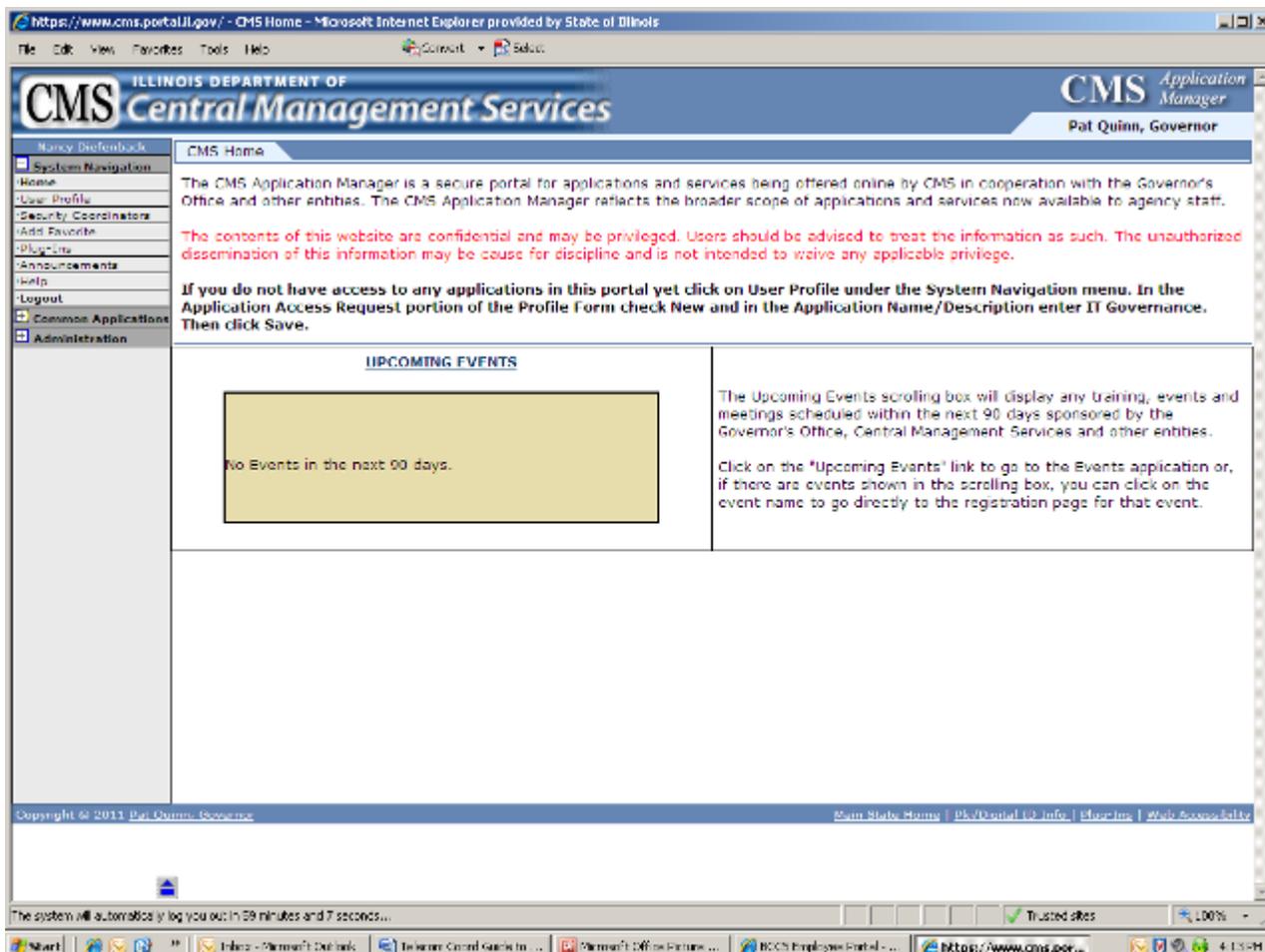


8. Click on Illinois State Telephone Directory Admin link on the left hand side of the screen under Administration. Click on the “+” in front of Administration. [Note: If you do not see the link, skip to instructions for Updating Application Manager User Profile.]

C. Updating Application Manager User Profile

If you do not have access to this Application, follow the steps below:

1. Login to CMS Application Manager by Opening an Internet Browser.
2. Type <http://www.cms.portal.il.gov> in the address line.
3. Click Go.
4. The following CMS Application Manager page will appear.



5. Click on User Profile on the left hand side of the page. The following screen will appear.

Nancy Diefenback

System Navigation

Home

User Profile

Security Coordinator

Add Favorite

My Agency

Announcements

Help

Logout

Common Applications

Training and Events Calendar

Administration

Illinois State Telephone Directory Admin

User Profile

Symbol (*) indicates required fields Last Updated: 02/24/2011

(*)Entity Type: State

(*)Entity/Agency: Central Management Services, Department of

Your Security Coordinator(s):
 Brian Edmiston; Phone: 217-557-6566
 Catherine Brown Matzen; Phone: 217-785-6845

(*)Contact Info:

PKI First Name/MI: Nancy Wright

PKI Last Name: Diefenback

(*)Title:

(*)Division or Bureau: BCCS

Work Address: (*) 1211 W. Jefferson

(*)City: Springfield (*)State: IL

(*)Zip: 62702

(*)E-Mail: nancy_diefenback@illinois.gov

(*)Phone Number: 217-782-9509 XXXX-XXXX-XXXX

Authorized Application(s): Below is the list of all applications you currently have access to (CMS Portal):

- Illinois State Telephone Directory Admin
- Training and Events Calendar

Application Access Request: You may request access to additional applications (apps) by checking "New" and then providing the name(s) of the application(s) in the "Application Name/Description" box provided below. Please **DO NOT** request access to apps for which you have not been directed by either your supervisor, CMS, or the Governor's Office. If you would like general information on a specific application you may check out the [Application Glossary](#) or contact the Illinois Technology Office at 217-558-5104.

New (Enter Application Name below)

Application Name/Description:

NOTE: Upon submission of this form an e-mail will be sent to security personnel outlining your request.

Save

6. Scroll down to view entire form. A list of authorized applications appears (if previously established) in addition to an area for requesting access to additional/new applications.
7. Check the "New" box.
8. In the Application Name/Description field, type in:
 Illinois State Telephone Directory Admin
9. Click the "Save" button.
10. The following popup screen will appear.



11. Click the "OK" button.
12. Logout of CMS Application Manager by clicking logout link on the left hand side.
13. If your agency has a designated IT Security Coordinator/Manager, he/she will send an email confirmation that your access to the Application was granted. If your agency does not have a designated IT Security Coordinator/Manager, you will receive Application access confirmation from a CMS Web Services staff member.

AT&T Centrex – and - Frontier Centranet

(features in blue)

(features in green)

System Features

Programming and Reprogramming Features

- All lines on both the Centrex and Centranet systems include a basic feature package available at no extra charge.
- Additional features are available at no extra charge.
 - AT&T Centrex: requested through a TSR or Telecommunications Coordinator programming in CentrexMate.
 - Frontier Centranet: requested through a TSR
- These features available may vary city by city, and Telecommunications Coordinators should contact the Customer Service Center (CSC) for clarification.

Programming to add, change, or delete any features should be submitted on a Telecommunications Service Request (TSR). A one-time programming charge will apply. Due to complexity, programming charges for digital P-phones carry a higher one-time charge.

For no charge, agency Telecommunications Coordinators can utilize Centrex-Mate to program feature changes on AT&T Centrex lines and P-phones. Coordinators should submit a TSR to request access to Centrex-Mate and receive application training.

Classes of Service (COS)

All telephones require a “Class of Service” and the most common are listed below. If a more specialized COS is required, please contact the CSC to inquire of its availability.

If a TSR does not specify the desired “Class of Service,” the CSC will process the order and assign the COS as follows:

Lines in the 217, 309, 618, and 815 area codes	COS 26
Lines in 312, 630, 708, 773, and 847 area codes	COS 3

217, 309, 618, and 815 Area Codes

<u>Class of Service</u>	<u>Description</u>
All block 900 and 976 access.	
0	Internal Centrex only
1	Internal Centrex plus state operator only
14	Centrex and local calls only
20	State of Illinois only
26	Standard nonrestricted line, international calling that blocks 900, 976, JR Line, and Time / Temperature

312, 630, 708, 773, and 847 Area Codes

<u>Class of Service</u>	<u>Description</u>
All block 900 and 976 access.	
0	Internal Centrex only
2	312 area only
3	Standard nontrestricted line, international calling blocking 900 and 976
4	312 area and Springfield Centrex only (available in Chicago 793 and 814 only)
9	Internal Centrex plus state operator only
10	Centrex and Springfield Centrex only (available in Chicago 793 and 814 prefix only)
11	312, 630, 708, 773, and 847 area codes only
14	312, 630, 708, 773, and 847 area codes and Springfield Centrex only.(Available in Chicago 793 and 814 prefix only)
39	State of Illinois only

Caller ID Service

Allows the number (and depending on the system, also the name) of incoming callers to be displayed. User must have either a compatible phone set or an external display unit. This feature has a one-time activation charge in addition to an extra monthly cost.

Contact your CSS2 for clarification on compatible phone sets and external displays.

AT&T Centrex System Features

Standard Basic Feature Package Available in All Service Areas:

Call Forwarding All Calls (inside Centrex only). User can forward all calls to another phone within the system. To use:

1. Dial 106 plus the number of the telephone to which calls should be sent. Hang-up.
2. To cancel, dial 107.

Call Hold/Consultation Hold. User can place a call on hold, dial another party, and alternate between the two calls. To use:

Call Hold only:

1. Depress switch hook
2. Dial 18, then lay handset down
3. Hang up handset to resume the call
4. Answer phone when it rings and resume call

Consultation Hold:

1. Depress switch hook, and dial 18
2. Listen for recall dial tone, then dial the other party
3. Depress switch hook and dial 18 to alternate between calls
4. Hang up handset to disconnect current call and return to held call
5. Answer phone when it rings to return to the previously held call

Call Transfer and Three-way Calling. User can transfer a call to another phone inside or outside the system. User can also add a 3rd party to an existing call. To use:

Call Transfer:

1. Depress switch hook
2. Dial the number of the desired party
3. Hang up when ringing begins

Three-way Calling: To add a third party to the call

1. Depress switch hook
2. Dial the desired party's number - wait until the third party answers
3. Depress the switch hook

Speed Call Individual. User can program frequently called numbers for single-digit speed-dialing. Various systems will store 6 to 10 speed dial numbers.

To program numbers:

1. Dial 1174
2. Listen for recall dial tone
3. Dial a single digit number (0 thru 9) under which the telephone number will be programmed
 - Note: User must program numbers 2-7 on systems storing only 6 speed dial numbers
4. Immediately dial the telephone number to be programmed. Then press #
 - Note: Dial the number exactly as it would be called directly, i.e. 4-1234 or 9-XXX-XXXX
5. Listen for confirmation tone, then hang up
6. Repeat steps above to program additional speed-dial numbers

To Use Individual Speed Calling:

Systems storing only 6 speed-dial numbers (stored on codes 2-7):

1. Press the appropriate single digit number for the desired party
2. Press #

System storing 10 speed-dial numbers:

1. Press *, then press the appropriate single digit number for the desired party
2. Press #

To delete a number:

1. Dial 1174
2. Listen for recall dial tone
3. Dial single-digit speed dial (0-9) to be deleted
4. Press #
5. Listen for confirmation tone, then hang up

Additional Standard Basic Features Available in Springfield and Chicago Centrex Systems:

Springfield prefixes: 263, 524, 557, 558, 782, 785, & 786

Chicago-Franklin/Wabash ("loop") prefixes: 338, 793 & 814

Note: Contact the CSC for more details on feature availability on specific systems.

Last Number Redial. User can redial the last number called. To use:

1. Dial # #

Automatic Callback/Ring Again. After user dials a busy Centrex station, the user can receive a "notification" ring when the busy Centrex station hangs up. To use:

1. Press switch hook, dial 111, then hang up
2. When busy station becomes available, user's will hear a "special" ring tone
3. Pick up handset, and a call will ring to the previously dialed station
4. To cancel feature before the "special" ring-back, dial 111

Call Park. User can place a call on hold/park, then retrieve the call from another phone within the system. To use:

1. While on the call, press switch hook
2. Dial 176, then hang up
 - Note: User will hear ringing until call is retrieved
3. Retrieve call from another phone: dial 177 plus the extension number where call was parked

Additional Standard Basic Feature Available in Springfield, Chicago, and Collinsville Centrex Systems:

Station Dialed 6-part Conference. User can establish a conference call with 5 other parties, either inside or outside the system. (See separate instructions for using this feature.) This feature is a cheaper alternative for audioconferencing as the host pays only local and/or long distance toll (\$.03 per minute).

Additional Features Added Only by Request – Availability Varies by Location:

Call Forwarding Don't Answer/Call Forwarding Busy (CFD / CFB). Calls can be forwarded to a designated number if the line is busy or user does not answer after a preset number of rings. Users can engage CFD and CFB simultaneously – or can activate each feature independently.

Note: CFD/CFB can be system programmed or may be end-user controlled. CFD/CFB is normally pre-programmed at the time of installation, can be later programmed through a TSR, or can be programmed in CentrexMate by the Telecom Coordinator.

If the Telecommunication Coordinator elects to transfer CFD/CFB control to the end user, the following steps provide instructions for feature activation/deactivation from the telephone.

Activate CFD – Cancel CFD

- 1. Dial 136 plus the number of the telephone to which calls should be sent. Hang-up*
- 2. To cancel, dial 137*

Activate CFB – Cancel CFB

- 1. Dial 126 plus the number of the telephone to which calls should be sent. Hang-up*
- 2. To cancel, dial 127*

Call Forwarding All Calls Universal. User can forward all calls to another phone within – or outside the system. To use:

1. Dial 106 plus the number of the telephone to which calls should be sent. Hang-up
2. To cancel, dial 107

Call Pickup. User can answer another ringing phone in a pre-determined group. To use:

1. Pick up handset of an idle phone in the programmed group
2. Dial 19. User will be connected to the incoming call

Hunting. Multiple incoming calls to a single number will hunt through a pre-defined group of lines to find the next available idle station.

Call Waiting feature / Cancel Call Waiting. While on an active call, user is alerted by an audible tone that a new incoming call is waiting on the line. User can ignore the new incoming call – or switch back and forth between the two calls. To use:

1. Depress switch hook. Initial call will be placed on hold – user is connected to new incoming call
2. Call waiting can be temporarily canceled by first dialing 122 before initiating or receiving any call

Denied Incoming or Outgoing Calls. Allows ONLY all incoming OR outgoing calls on a station. Feature is system programmed– no user modification.

Automatic Ringdown (Hotline). Allows a station to automatically call out to any pre-determined number when the handset is lifted. Station will still receive incoming calls normally. Feature is system programmed – no user modification.

Directed Call Pickup (No Barge-In). Allows the answering of calls for a specific, ringing phone. Feature is similar to Call Pickup, but does not require the programming of pre-defined groups. To use:

1. Dial 105 + ringing extension number of phone to be picked-up/answered

Call Pickup (Barge-In). Feature operates the same as Directed Call Pickup (no Barge-In), except it allows the user to “barge-in” on calls already in progress.

1. Dial 105 + ringing extension number of phone to be picked-up/answered

Speed Calling Group (30 numbers). System allows pre-defined users to share up to 30 programmed two-digit speed dial numbers. One user/station is designated to program and maintain the speed dial list.

To Program Group Numbers (from Control Station):

1. Dial 1175
2. Listen for recall dial tone
3. Dial a two-digit number (00 thru 29) under which the telephone number will be programmed
 - Note: Some systems will use codes 20-49
4. Immediately dial the telephone number to be programmed.
 - Note: Dial the number exactly as it would be called directly, i.e. 4-1234 or 9-XXX-XXXX.
5. Listen for confirmation tone, then hang up
6. Repeat above steps for additional codes

To Use Individual Speed Calling:

1. Dial * - then press the appropriate two-digit speed-dial number
 - Press # (i.e. *15#)
 - Note: On systems using codes 20-49, DO NOT dial * before entering the speed dial number

To Delete a Speed-Dial Number:

1. Dial 1175
2. Listen for recall dial tone
3. Dial the two digit speed dial number to be deleted (00-29 or based on system, 20-49)
4. Press #
5. Listen for confirmation tone, then hang up

Speed Calling Group (50 or 70 Numbers). System allows pre-defined users to share up to 50 or 70 programmed two-digit speed dial numbers. One user/station is designated to program and maintain the speed dial list. For programming 50 speed-dial numbers, use codes 00-49. For programming 70 speed-dial numbers, use codes 00-69.

Follow Speed Calling Group (30 Number) instructions above to:

- Program Group Numbers (from Control Station)
- User Individual Speed Calling, or
- Delete a Speed-Dial Number

Frontier Centranet System Features

Standard Basic Feature Package Available in All Service Areas:

Call Forwarding All Calls Universal. User can forward all calls to another phone within – or outside the system. To use:

1. Dial 106 plus the number of the telephone to which calls should be sent. Hang-up
2. To cancel, dial 107

Call Hold/Consultation Hold. User can place a call on hold, dial another party, and alternate between the two calls. To use:

Call Hold only:

1. Depress switch hook
2. Dial 18, then lay handset down
3. Hang up handset to resume the call
4. Answer phone when it rings and resume call

Consultation Hold:

1. Depress switch hook, and dial 18
2. Listen for recall dial tone, then dial the other party
3. Depress switch hook and dial 18 to alternate between calls
4. Hang up handset to disconnect current call and return to held call
5. Answer phone when it rings to return to the previously held call

Call Transfer and Three-way Calling. User can transfer a call to another phone inside or outside the system. User can also add a 3rd party to an existing call. To use:

Call Transfer:

1. Depress switch hook
2. Dial the number of the desired party
3. Hang up when ringing begins

Three-way Calling: To add a third party to the call,

1. Depress switch hook
2. Dial the desired party's number - wait until the third party answers
3. Depress the switch hook

Last Number Redial. User can redial the last number called. To use:

1. Dial # #

Automatic Callback/Ring Again. After user dials a busy Centrex station, the user can receive a "notification" ring when the busy Centrex station hangs up. To use:

1. Press switch hook, dial 111, then hang up
2. When busy station becomes available, user will hear a "special" ring tone
3. Pick up handset, and a call will ring to the previously dialed station
4. To cancel feature before the "special" ring-back, dial 112

Call Park. User can place a call on hold/park, then retrieve the call from another phone within the system. To use:

1. While on the call, press switch hook
2. Dial 176, then hang up
 - Note: User will hear ringing until call is retrieved
3. Retrieve call from another phone: dial 177 plus the extension number where call was parked

Call Forwarding Don't Answer/Call Forwarding Busy (CFD / CFB). Calls can be forwarded to a designated number if the line is busy or user does not answer after a preset number of rings. Users can engage CFD and CFB simultaneously – or can activate each feature independently.

Note: In Frontier/Centranet, this feature is NOT system programmed and is always end-user controlled.

Activate CFD – Cancel CFD

3. Dial 136 plus the number of the telephone to which calls should be sent. Hang-up
4. To cancel, dial 137

Activate CFB – Cancel CFB

1. Dial 126 plus the number of the telephone to which calls should be sent. Hang-up
2. To cancel, dial 127

Speed Call Individual. User can program up to 30 frequently called numbers for two-digit speed-dialing.

To program numbers:

1. Dial 1174
2. Listen for recall dial tone
3. Dial a two-digit number (20-49) under which the telephone number will be programmed
4. Immediately dial the telephone number to be programmed. Then press #
 - Note: Dial the number exactly as it would be called directly, i.e. 4-1234 or 9-XXX-XXXX
5. Listen for confirmation tone, then hang up
6. Repeat steps above to program additional speed-dial numbers

To Use Individual Speed Calling:

1. Dial *
2. Press the appropriate two-digit number for the desired party (i.e. *25)

To delete a number:

1. Dial 1174
2. Listen for recall dial tone
3. Dial two-digit speed dial (20-49) to be deleted
4. Press #
5. Listen for confirmation tone, then hang up

Additional Features Added Only by Request

Call Pickup. User can answer another ringing phone in a pre-determined group. To use:

1. Pick up handset of an idle phone in the programmed group
2. Dial 19 - user will be connected to the incoming call

Hunting. Multiple incoming calls to a single number will hunt through a pre-defined group of lines to find the next available idle station.

Call Waiting feature / Cancel Call Waiting. While on an active call, user is alerted by an audible tone that a new incoming call is waiting on the line. User can ignore the new incoming call – or switch back and forth between the two calls. To use:

1. Depress switch hook. Initial call will be placed on hold – user is connected to new incoming call
2. Call waiting can be temporarily canceled by first dialing 122 before initiating or receiving any call

Denied Incoming or Outgoing Calls. Allows ONLY all incoming OR outgoing calls on a station. Feature is system programmed– no user modification.

Automatic Ringdown (Hotline). Allows a station to automatically call out to any pre-determined number when the handset is lifted. Station will still receive incoming calls normally. Feature is system programmed – no user modification.

Directed Call Pickup. Allows the answering of calls for a specific, ringing phone. Feature is similar to Call Pickup, but does not require the programming of pre-defined groups. To use:

1. Dial 105 plus the ringing extension number of phone to be picked-up/answered

Speed Calling Group (30 numbers). System allows pre-defined users to share up to 30 programmed two-digit speed dial numbers. One user/station is designated to program and maintain the speed dial list.

To Program Group Numbers (from Control Station):

1. Dial 1175
2. Listen for recall dial tone
3. Dial a two-digit number (20 thru 49) under which the telephone number will be programmed
4. Immediately dial the telephone number to be programmed.
 - Note: Dial the number exactly as it would be called directly, i.e. 4-1234 or 9-XXX-XXXX.
5. Listen for confirmation tone, then hang up
6. Repeat above steps for additional codes

To Use Individual Speed Calling:

1. Dial ** - then press the appropriate two-digit speed-dial number (i.e. **35)

To Delete a Speed-Dial Number:

1. Dial 1175
2. Listen for recall dial tone
3. Dial the two-digit speed dial number to be deleted (20-49)
4. Press #
5. Listen for confirmation tone, then hang up