A Telecom Coordinator Guide to CSC Services

04/24/2017

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Overview

At the most basic level, the **DoIT** Department of Innovation and Technology (DoIT) is a vendor and you are our customer. DOIT 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 DoIT in fulfilling your agency's needs.

DoIT 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

DoIT Mission Statement

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

Mange vendor performance and monitor service level agreements with all telecommunications vendors

Improve reporting and monitoring processes and procedures

Improve agency training programs

 Department of Innovation and Technology. While there are a large number of divisions within the DoIT 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).

DoIT – Business Services

Under direction of the DOIT 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 DOIT and receives monthly statements identifying charges for equipment purchase, rental, maintenance, service, and usage.

DoIT – 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 DOIT 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.

DoIT – Customer Service Center (CSC)

Springfield: 217-52**4-DoIT** (217-524-3648)

Chicago: 312-81**4-DoIT** (312-814-3648)

TTY Support Line 866-277-5669

Standard Support Service Hours
Mon–Fri: 800 a.m. – 5:00 p.m.

DoIT- Customer Service Center (CSC)

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

DoIT- Customer Service Center (CSC)

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.

DoIT- Customer Service Center (CSC)

Monitor installations

Update inventory/billing records

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DoIT-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, DOIT 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

DoIT – 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.

DoIT – Telecom Consultation and Procurement

- 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 DOIT web site.

DoIT – Telecom Provisioning

 For items under a DOIT 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 DOIT 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 DOIT. Agencies will be charged the full price for any equipment they fail to return.

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.

DoIT – Audio and Web Conferencing Services

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.

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DoIT – Audio and Web Conferencing Services

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.

DoIT – 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.

DoIT – Videoconferencing Services

Service supported by DOIT/DOIT Network Services team

The main CSC toll free number provides an option for videoconferencing services. These calls are routed directly to DOIT/DOIT Network Services whose agents are responsible for scheduling, support, and procurement of videoconferencing at the DOIT- owned sites in Springfield and at the James R. Thompson building in Chicago

DoIT – Voice/ Telephone Services

Leased– except agency owned 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, VOIP voice over IP, 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.

DoIT – Wireless Services (Cellular Devices & IWIN)

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

DoIT 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 DOIT 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.

DoIT – 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.

DoIT – State of Illinois Telephone Directory (SOI Directory)

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.

DoIT – 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

DoIT – Telecom Repair

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.

DoIT – Telecom Repair

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.

Note: Videoconferencing Repair -Service supported by DOIT/DOIT Network Services team.

The main CSC toll free number provides an option for videoconferencing services. These calls are all routed to DOIT Network Services whose agents are responsible for scheduling and support of videoconferencing at the DOIT-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 DOIT Network Services can escalate and resolve the problem.

DoIT – 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 DoIT service teams and upon ESR completion, ITSD agents follow-up with the end user to document DoIT performance on the Customer Satisfaction Survey.

DoIT – 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 DOIT 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 DOIT 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.

DoIT – State Agencies Appointing Telecom Coordinator

Each agency has unique needs that must be considered when recommending and providing service. DoIT 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

DoIT 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

DoIT – State Agencies Appointing Telecom Coordinator

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must appoint all telecommunications coordinators using the required "DoIT 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

DoIT – State Agencies Appointing Telecom Coordinator

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

DoIT – Customer Service Center

120 West Jefferson Street, 2nd Floor

Springfield, Illinois 62702-5103

Email to DoIT.Prov@Illinois.gov

DoIT – State Agencies Appointing Telecom Coordinator

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.

DoIT – 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 DOIT, 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.)

DoIT – Telecommunications Coordinator Specific Responsibilities

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.

DoIT – Telecommunications Coordinator Specific Responsibilities

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 Centrex Mate. (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.

Telecom Coordinator Requesting Telecommunications Service

Agencies obtain voice, data, wireless, VOIP 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.

DOIT **Customer Registration Form (IWIN/Telecom)** The DoIT Agency Registration Contact Information, provides an agency Director the ability to authorize staff within an agency to serve as Telecommunications Coordinator.

Telecommunications Service Request (TSR) The **TSR-TDR** should be completed for all data equipment, use of network facilities, voice orders, LAN installations, moves, changes, and fiber optic requests. Wireless Service Request (for IWIN services only); VOIP **VoIP Master Spreadsheet** Access the VoIP Master Spreadsheet for user input.

Telecom Coordinator Requesting Telecommunications Service

These forms and corresponding instructions for their completion are all available on the DOIT web site. Also, agency coordinators should be familiar with the "CSC Service Intervals: Target Timelines" that are published on the DOIT 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.**

Telecom Coordinator Requesting Telecommunications Service

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 electronically DoIT.Prov@illinois.gov

The TSR – Voice/Telephone / VOIP 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

Telecom Coordinator Requesting Telecommunications Service

- **<u>The TSR </u> – Voice/Telephone / VOIP and Cellular Request**

- Answering machines

- Assistive devices for the hearing impaired NexTalk service

- Automated attendant applications

- Centrex and business lines

- Data dial-up circuits

- Directory changes in local teleco telephone books

- DSL and U-Verse service

- EKS/PBS Systems

Telecom Coordinator Requesting Telecommunications Service

- Headsets

- Internal and campus wiring (voice and data)

- Pay telephones

- Phone jacks

- Security and alarm systems

- Specialized voice circuits

- Telephones and programming (Key Sheets)

- 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

Telecom Coordinator Requesting Telecommunications Service

- Videoconferencing equipment

- Voicemail

- Wireless services: cellular equipment, including accessories, voice and data plans, and air cards

Submit completed TSR to DoIT.Prov@illinois.gov.

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.

Telecom Coordinator Requesting Telecommunications Service

- Dedicated alarm circuits

- Dial-up data circuit (DOIT provided modem)

- Full period circuits

- Internet dial-up access service

- Modem – DSU/CSU

- Radio transmission circuits

- Routers

- Videoconferencing circuits

Submit completed TDR to DoIT.Prov@illinois.gov.

WSR – IWIN Wirelss 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 DOIT 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 to be submittedelectronically to DoIT.Prov@illinois.gov.

The Routine Telecommunication Service Order Process

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.

Thank you