



TELECOM REPAIR USER GUIDE



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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

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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.

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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.



Thank you