

TELECOM COORDINATOR TIPS FOR WRITING TSR'S

1. COORDINATOR RECEIVE ONE OF THE FOLLOWING
 - Receive request from within your agency – follow Agency Protocol for approvals
 - Requestor should identify if the line is Analog or Digital
 - Type of phone
 - Does the user need Voicemail, are they in any call pickup groups need a phone number that they should pickup, if not voice mail does the line need to go to another line when busy or don't answer.
 - If the requestor does not know specifically the type of line, programming that they are wanting please ask them if there is an existing number with the functionality that is needed – provide that number and you will be able to research it in EMS

2. DETERMINE IF THE REQUEST IS FOR STANDARD EQUIPMENT
(refer to DoIT webpage)
 - If yes – Proceed with writing TSR
 - If no – need detail justification for request of non-Standard Equipment

3. **TSR – TELECOM SERVICE REQUEST REQUIREMENTS:**
 - **USE TSR DoIT web page – services, ordering telecommunication services, FORMS**
 - **Note Key sheets can be found in Forms**
 - ONLY ONE COST CODE PER REQUEST
 - ONLY ONE ADDRESS PER REQUEST
 - ONLY ONE SERVICE TYPE PER REQUEST (I.E. WIRELESS OR VOICE OR VOIP)
 - INCLUDE USER NAME AND PHONE NUMBER FOR SITE CONTACT REFERRAL
 - INDICATE IF THE LOCATION IS PREWIRED OR NON-PREWIRED
 - ON NEW ADDRESS REQUIRE NEARBY PHONE NUMBER (ANY TYPE OF BUSINESS WOULD WORK)

4. SUBMIT TSR TO DoIT.PROV@ILLINOIS.GOV