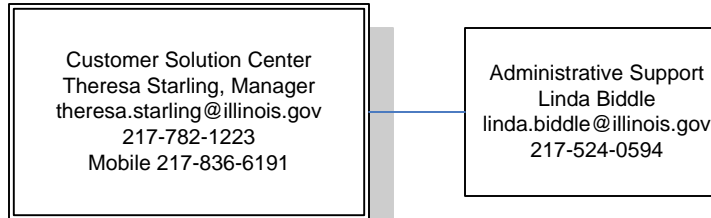


Customer Solution Center - Management

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Provisioning Services
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 Mobile 217-720-3260

Consultation & Procurement
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IT Service Desk – Tier 1
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Repair Services – Tier 1
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 Mobile 217-836-5545

Quality Assurance
 Theresa Starling, Acting Mgr.
 theresa.starling@illinos.gov
 217-782-1223
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Provisioners process orders, coordinate procurement and installation, and manage inventory of telephone lines, equipment, and accessories; voice mail; calling cards; PBX/EKS and key systems; special features; toll free service; pagers; wireless voice and data equipment (including cellular phones, Blackberries, accessories and services); and data communication facilities and associated equipment (including fiber optic cabling, Internet dial-up access, T1s, DSOs, radio transmission circuits, and other types of telco facilities). CSC staff clarify and process service requests, monitor order status, and update billing information for project completion. They work with Telecom Coordinators, their assigned CSS, and appropriate vendor technicians to implement efficient, cost effective service.

The CSC CSS team works closely with agency Telecom Coordinators to develop the appropriate product and service mix fulfilling specific needs. The CSS can also assist in document preparation for large purchases; analyze an agency's present and future telecommunications needs; design systems to meet those requirements in the most efficient and economical manner possible; secure pricing of telecommunications equipment and service; manage large telecommunications installations and projects; and coordinate and/or provide training in the efficient use of telecommunications products and services, including communicative assistive device (TTY).

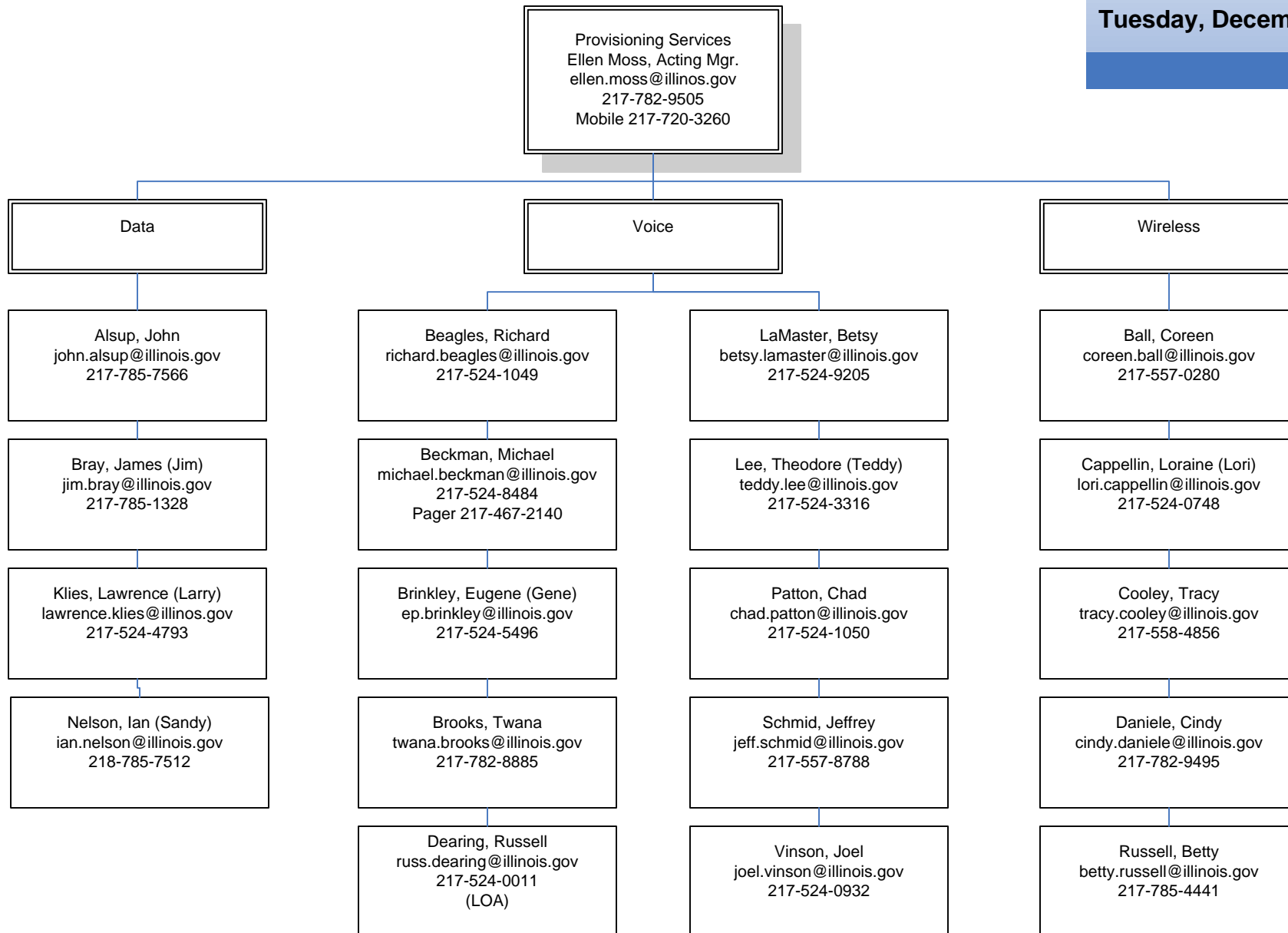
IT Service Desk staff provide assistance to 12 agencies, process Enterprise Service Requests and assign IT tasks; deploy Novell desk top applications; delegate tasks to external groups that relocate printers and other IT equipment, image and re-image desk tops, deploy CMS warehouse replacement hardware and equipment; and request other specialized IT services or assistance. Staff trouble-shoot, diagnose, resolve problems associated with fundamental Tier 1 technology services, and monitor the customer's return to a productive state. Each incident is identified, recorded, categorized (assigned the appropriate priority and severity codes), and tracked until resolution. Calls are escalated to Tier 2 or Tier 3 groups as needed. After hours service for specific agencies and Tier 2 and 3 issues are handled by the Communications Management Center (Chicago).

The CSC provides a Tier 1 telecommunications Help Desk staff available to assist with telephone, data, network, Internet, and video equipment issues and repairs. They open and complete detailed service tickets; report trouble issues to Local Exchange Carriers (LECs) and other service and/or equipment providers; establish the level of repair priority; monitor service status (escalating as needed); and close service tickets upon satisfactory resolution. After hours and Tier 2 issues are handled by the Communications Management Center (Chicago). Through the CSC and CMC, assistance is provided to agency users 24x7x365.

The Quality Assurance Group (QAG) validates and verifies the performance, timeliness and value of CSC and CMC products and services. Using defined system metrics, information provided by BCCS management and agency personnel (including surveys), the QAG maximizes delivery of quality products and services by analyzing what is measurable and what is perceived. The QAG is proactive in recommending changes and improvements in the way the CSC and CMC do business.

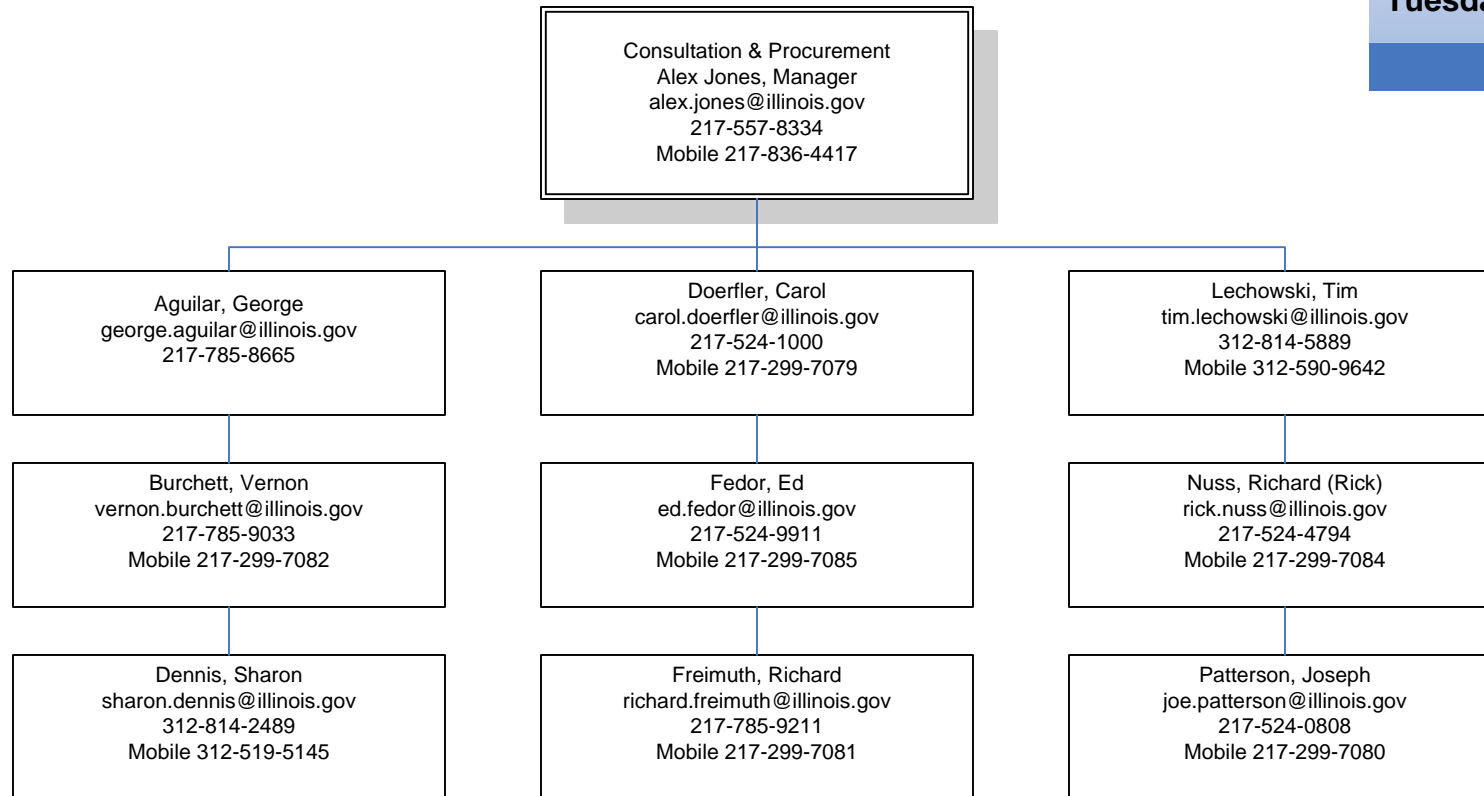
Customer Solution Center – Provisioning Services

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Customer Solution Center – Consultation & Procurement

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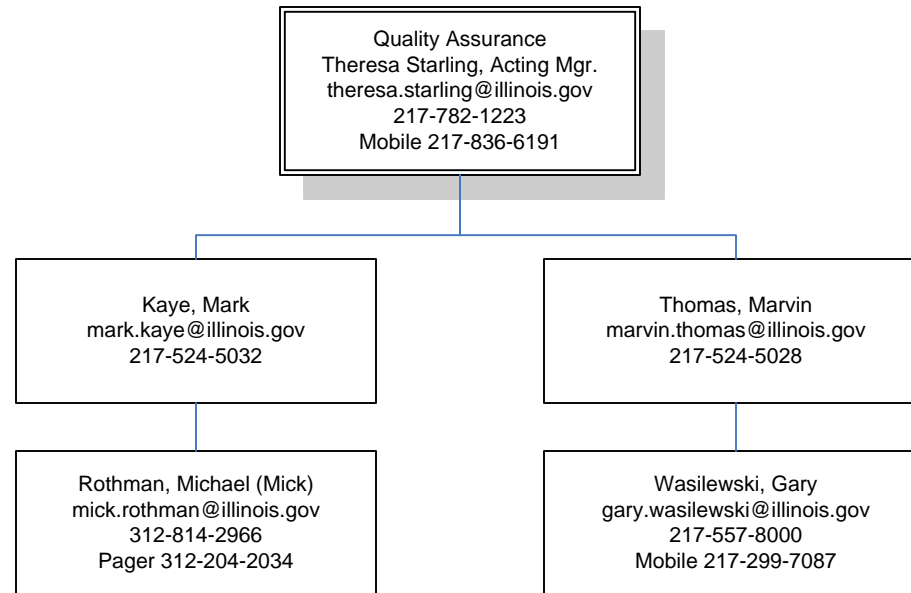
Customer Solution Center – Telecom Help Desk

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Customer Solution Center – Quality Assurance

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Customer Solution Center – IT Service Desk

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