

CENTRAL MANAGEMENT SERVICES

Bureau of Communications and Computer Services

Customer Service Center

A Telecom Coordinator Guide to CSC Services



BCCS

Keeping You Connected

Revised: August '09

Introduction

State of Illinois Telecommunications Network

The Department of Central Management Services (CMS) was created by legislative action to make Illinois state government more effective through centralization of services common to all agencies. CMS effectively employs volume purchasing, economies of scale, a plan for shared services, consolidation, and best business practices to prevent unnecessary duplication, reduce costs, and improve efficiency. Specifically, CMS is **obligated by statute** to “provide for and control the procurement, retention, installation, and maintenance of telecommunications equipment or services used by State agencies in the interest of efficiency and economy...” (20 ILCS 405/§405.270). To accomplish this statutory obligation, CMS has a state-of-the-art telecommunications network to support governmental operations and procures all telecommunications goods and services at optimal cost and leases such goods and services back to client agencies making prudent use of taxpayer investment.

As a result of the State’s ’04 IT and Telecommunications Rationalization, the CMS **Bureau of Communication and Computer Services (BCCS) Customer and Account Management (CAM)** team is responsible for consultation and recommendation of cost-effective communication solutions, timely delivery of all telecommunications projects and services, and improved help desk functionality through creation of a single point of contact (SPOC). The various CAM service teams perform a variety of routine and highly technical functions, interfacing within the organization to upgrade services for all state agencies, boards, commissions, constitutional officers, universities and other educational constituents (collective referred to as agencies and/or clients).

BCCS provides local telephone service, telecommunications equipment, and networking to its client agencies as a value-added, fully managed service. Included in those services are competitive rates, centralized account management, master contract procurements (based on volume purchase discounts), itemized billing, consultation, engineering, installation coordination, and network management. To ensure interoperability, diagnostic capability, and the safeguarding of the network, **client agencies may not purchase, lease, or otherwise obtain telecommunications or networking equipment or services without CMS approval.** It has been – and remains – CMS policy to rent the majority of telecommunications equipment and services to its clients as a part of the managed service offering.

BCCS operations are similar to those of a telephone company. Using an optimal mixture of state and vendor services, BCCS offers a variety of telecommunications products and services through a statewide network comprised of thousands of miles of voice and data lines, fiber and copper cable, and Voice over Internet Protocol serving more than 130,000 employees of the

State of Illinois. Negotiated contracts provide a broad product mix at competitive rates to serve the business needs of the state.

Economy is key as BCCS continually:

- Seeks new and expanded methods for providing service,
- Identifies complementary or offsetting services,
- Seeks to expand master contracts for equipment and service addressing specific needs,
- Establishes standards to guide procurement and service decisions,
- Refines its Vendor Management Platform and monitors Service Level Agreements with telecommunications vendors,
- Seeks tool unification, automates processes, and refines operational M&Ps,
- Improves and validates reporting/monitoring/escalation processes and procedures,
- Improves Agency/Client Outreach programs and consultative services on new system acquisitions and major expansions, and
- Analyzes current and future state communications needs in developing both short and long-term plans.

BCCS is responsible for providing and coordinating all telecommunications and computer services for state agencies/clients, and providing network support to designated health care organizations and institutions, K-12 schools, museums, and libraries. Under BCCS, the **Customer Service Center (CSC)**, **Network Services, Communications Management Center (CMC)**, and **Business Services** carry out the day-to-day functions that provide efficient telecommunications and network services at competitive rates. These divisions collectively manage the tracking system for information, inventory, orders, and billing. Understanding the process and each party's area of responsibility is the first step toward ensuring that the system meets the State's needs.

The Customer Service Center (CSC). Under direction of the Chief Operating Officer and CSC Manager, the CSC operates a Telecommunications Service Desk and an IT Service Desk with combined staff responsible for:

- Providing consultative services and the recommendation of cost-effective telecommunications systems;
- Negotiating and managing telecommunications contracts;
- Processing service orders for moves, adds, and changes to telecommunications service;
- Provisioning new telecommunications and data service, systems, and equipment, monitoring installations, and updating inventory/billing records;
- Creating, monitoring, and, upon resolution, closing Tier 1 incident cases on reported telephone, wireless, and data repair issues during regular business hours*;

- Providing Tier 1 IT end-user support for consolidated state agencies, creating, monitoring and, upon resolution, closing incident cases;
- Processing Enterprise Service Requests for IT end-user support for the consolidated state agencies; and
- Using defined metrics to validate and verify the performance, timeliness and value of the products and services being delivered by the CSC, CMC, and contracted vendors.

*Note: **The Communications Management Center (CMC)**. Also under direction of the Chief Operating Officer, the CMC is responsible for “after hours” Tier 1 telephone, wireless, and data repair calls and all Tier 2 voice/data repair service. In conjunction with CMS 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. Escalation procedures are in place for activating Tier 2 and 3 teams during business hours and CSC calls are automatically routed after-hours and holidays; thus clients experience 24x7x365 service support.

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 rental, maintenance, service, and calls placed from and billed to its telephone numbers.

The efficient acquisition of telecommunications equipment and service requires a partnership between BCCS, the agencies, and their appointed Telecommunications Coordinators (Coordinator). By working together, CMS and the agencies can create viable solutions to business requirements. This document will guide state agencies through the procurement processes.

The Customer Service Center (CSC)

The CSC (a combined Telecommunications Service Desk and IT Service Desk) has numerous work sections – each responsible for different aspects of the marketing, recommendation, procurement, provisioning, installation, and maintenance of telecommunications and IT products and services. On the Telecom side, the CSC staff is available to assist agency Telecommunications Coordinators with the process of analyzing specific agency needs and planning both short and long-term strategies to improve communication services. CSC personnel will monitor the procurement of specific telecommunications products, the installation of projects, complex office relocations, maintenance/repair issues, and warranties.

Bureau Remedy is the application enabling IT Service Desk personnel to both provision equipment/service and to initiate and monitor incident cases through successful resolution. The Telecommunications Service Desk also utilizes Bureau Remedy to create and monitor incident cases, but additionally uses its reporting features to capture vendor service levels. Symphony's EMS11 is the telecommunications provisioning tool currently used to enter orders; maintain agency equipment, inventory, and service records; and itemize equipment, service, and usage expenses for billing purposes.

One toll free number connects agency Coordinators and end users to CSC provisioning and repair staff trained to assist them with all telecommunications needs:

BCCS – CUSTOMER SERVICE CENTER

800-366-8768

[in Centrex at 217-524-4784]

Telecommunications Service Desk

Consultation and Procurement

An agency's first point of contact at the CSC is the assigned **Communications Systems Specialist II (CSS)**. The CSS will work closely with the agency's Coordinator to develop the appropriate product and service mix fulfilling specific needs. The CSS can also assist in document preparation for large purchases.

A CSS should be consulted to:

- Analyze the present and future telecommunications needs of an assigned state agency and 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 provide training in the efficient use of telecommunications products and services, including communicative assistive devices (TTY).

To determine an agency's assigned CSS, log on to the BCCS web site and select Contact Information – then select "Find Your CSS."

See: www.bccs.illinois.gov

Provisioning

Data Services

The Data Provisioning staff processes orders for all data communication facilities and associated equipment. The group's functionality includes clarifying and processing Telecommunications Data/Intercity Service Requests (TDRs); ordering equipment and data communication facilities including fiber optic cabling, Internet dial-up access, T1s, DSOs, radio transmission circuits, and other types of telco facilities; scheduling installations; and managing data communications inventory.

Videoconferencing Services

Videoconferencing can reduce travel expenses and increase productivity. CSC and Network Services' technicians provide a wide variety of services relating to the consultation, design, procurement, installation, and operation of videoconferencing technology for agency clients. CMS Videoconferencing facilities are available to all state agencies, boards, commissions, and educational entities. Other agencies own videoconferencing centers located throughout the state and offer their availability (at no cost) to governmental entities. The IVN website contains a complete listing of over 200 state-accessible videoconferencing sites.

Consultation and Purchasing: Technicians in the Network Services group offer on-going training at all locations and consultation on system design, procurement, and implementation.

See: www.bccs.illinois.gov Click on BCCS Services Catalog – click Communication Services – click Video Conferencing.

Scheduling and Facilitation: Staff in the CSC are available to reserve/schedule videoconferencing facilities at specific sites and are available the day of the event to assist with activation, if necessary. In CMS Springfield locations and at the James R. Thompson Center in Chicago, CSC staff members are available to facilitate conferences and to troubleshoot any problems that may occur. The facilitators carry cell phones and their contact information is posted in each video room.

Voice Services

The Voice Provisioning staff is responsible for coordinating 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 telecommunications needs. CSC staff members are dedicated to clarifying and processing agency Telecommunications Service Requests (TSRs), monitoring order status, and updating billing information for project completion. This group works closely with agency Telecommunications Coordinators, their assigned CSS, and appropriate vendor representatives and technicians to implement the design for efficient, cost effective voice services.

See: www.bccs.illinois.gov Click on BCCS Services Catalog – click Communication Services – click Telephone/Voice Equipment Detail

Wireless Services (Blackberry, Cellular, Paging and IWIN)

Blackberry and Cellular Services

As part of Provisioning, the Wireless group is responsible for the procurement and activation of all cellular voice and data equipment, accessories, and services, including Blackberries. The staff also provides consultative services to agency clients regarding new cellular based technologies, ongoing user training, analysis of user calling patterns and the subsequent recommendation for cost-effective calling plans.

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

See: www.bccs.illinois.gov Click on BCCS Services Catalog – click Communication Services – click Wireless Devices Detail

Illinois Wireless Information Network (IWIN)

IWIN is a wireless, wide-area data network using Code Division Multiple Access (CDMA) technology to provide real-time, full duplex mobile

connectivity to its users. Used by numerous 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, IWIN is quickly becoming the largest public safety mobile data network in the country.

In combined efforts, the CSC, CMC and BCCS-Network Services, provide for the day-to-day operation and maintenance of the network. Their duties include order processing, system installation and activation, 24x7x365 user support, development and testing of client software, evaluation of new wireless technologies, and initiation of contracts for the procurement of wireless mobile data equipment.

See: www.bccs.illinois.gov Click on BCCS Services Catalog – click Communication Services – click Illinois Wireless Information Network

Paging Services

As part of Provisioning, the Wireless Paging staff processes Paging Service Requests (PSRs) for pagers that offer either numeric or alpha/numeric service with in-state or nationwide service coverage. A variety of service options are also available, including voice mail, group paging, operator dispatching, two-way messaging, and other features. The state's paging system may be accessed nationwide from touch-tone telephones and computers with modems or access to the Internet.

See: www.bccs.illinois.gov Click on BCCS Services Catalog – click Communication Services – click Wireless Devices Detail – click Paging

Radio Services

Radio services are provided through an inter-agency agreement between CMS and the Illinois State Police by the Multi Agency Communications Service Section (MACSS). MACSS is responsible for radio licensing, frequency coordination and administration of the radio equipment, maintenance and parts contracts. Primary radio related contracts include the STARCOM21 radio network contract, Statewide Radio Maintenance contract, and Statewide Tower Contract. MACSS also acts as the liaison between vendors and agencies in regard to radio equipment receipt, invoicing, and return and exchange issues.

Quality Assurance Group

The Quality Assurance Group (QAG) validates and verifies the performance, timeliness and value of the products and services delivered by the CSC, CMC and their contracted vendors. Using Avaya, EMS, and Remedy defined metrics, BCCS and agency information as well as surveys, the QAG analyzes what is measurable. By balancing objectives and subjective inputs, the QAG is proactive in the generation, suggestion, recommendation and specification of ideas, changes and improvements in the way the CSC and CMC do business. Monitoring vendor SLAs results in substantial annual cost savings as applicable penalties are applied. In addition, QA also manages the database of statewide agency Telecom Coordinators, produces and delivers the telecom service Bulletins, governs the SOI Telephone Directory Application, and supervises State Directory Assistance Operations.

State of Illinois Telephone Directory

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 (also supervised by the CSC QA team). Implemented in August 2008, the on-line SOI Directory contains business listings and alphabetical staff listings for all state agencies, boards, commissions, and universities (the agencies) – and each agency establishes its own publication policy.

Each agency determines which staff may (or may not) have their contact information published. Each agency appoints the Telecom Coordinator(s) responsible for updating SOI Directory records. On a routine and/or as-needed basis, CSC QA staff members provide both formal and one-on-one SOI Directory training to agency Coordinators. Instructions for obtaining administrative access to the SOI Directory and all system requirements are available in prior service Bulletins available at:

See: www.bccs.illinois.gov Click on Communications – click Telecom Bulletins (see FY 08)

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

Repair

Voice Maintenance

The CSC and CMC Help Desk staff is available toll free 24 x 7 x 365 to assist with voice equipment and system repair issues. Help Desk staff 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 the service status following established escalation procedures; and close service tickets upon satisfactory resolution.

Data Maintenance

Another primary function of the CSC and CMC Help Desk staff is to maintain CMS network services with minimal interruptions. Staff members support a help desk operation that can be reached toll free (24 x 7 x 365) for assistance with repair or maintenance of data, Internet, and video services. The unit is comprised of personnel specifically trained to support the complex state network. Equivalent to voice maintenance processes and procedures, detailed service tickets are opened, maintained, and monitored under established priorities and escalation procedures. Tickets are only closed upon satisfactory resolution.

Information Technology (IT) Service Desk

Provisioning

IT Service Desk staff process Enterprise Service Requests/Addendums that initiate Change Requests and assign IT tasks. They deploy Novell desk top applications, and delegate tasks to external groups responsible for relocating printers and other IT equipment, imaging and re-imaging desk tops, deploying CMS warehouse replacement hardware and equipment, and requesting other specialized IT services or assistance. Service is provided to end users at the consolidated state agencies.

Repair

The IT Service Desk is also available to trouble-shoot, provide Tier 1 help desk functionality, and monitor that the customer gets back to a productive state as quickly as possible. Each incident is identified, recorded, categorized (assigned the appropriate priority and severity codes), and tracked until resolution. Calls received from users should be handled and resolved by Tier 1 staff if the calls are for diagnosis and resolution of problems associated with fundamental technology services. When necessary, a call will be escalated to Tier 2 or Tier 3 groups with information supplied to identify the existence of underlying problems. Tier 1 support is provided to end users at the consolidated state agencies.

The Agencies

Agencies, bureaus, boards, Constitutional Officers, commissions, and universities throughout the state are CSC clients. Also included are the Springfield and Chicago offices of elected members of the House and Senate. Each entity has unique needs that must be considered when recommending and providing service. To optimize equipment value and service offerings, CMS requires each agency to appoint a Telecommunications Coordinator (Coordinator).

The Telecommunications Coordinator

The Telecommunications Coordinator acts as the **single point of contact** and helps to expedite projects by interfacing with CMS on all telecommunications needs. CMS considers a Coordinator to be the agency's **official voice** on all requests for telecommunications products and services. This individual must have sufficient agency knowledge and authority to fulfill the responsibilities defined under "Specific Responsibilities of a Telecommunications Coordinator" (see below).

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must appoint the Telecommunications Coordinator 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 telecommunications service orders thus expending the agency's telecommunications funds. There are two types of Telecommunications Coordinators: Primary (those authorized to expend agency funds, sign service orders, and receive Bulletins) and Secondary (those with no spending authority, but who can still have SOI Directory access and receive Bulletins). Appointment requires the agency head signature.

The CSC QA team maintains a database of all agency Coordinators and their delegated spending authority. If an agency has more than one office or has named various individuals responsible for voice, wireless, radio, video, data, and telecommunications needs, then multiple coordinators may also be named and authorized to expend funds for any specific service. However, an agency director can designate only one individual to be the official Telecommunications Coordinator. All signed "BCCS Agency Registration Forms" should be sent to:

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

Specific Responsibilities of a Telecommunications Coordinator

1. Understand and convey to the CSC the agency's communications needs.
2. Work with CSC personnel to budget for telecommunications expenditures, ensuring that all appropriate expenditures are included under the proper telecommunications account.
3. Review all communications requests within his/her agency to ensure compliance with CMS, procurement, and agency guidelines.
4. Determine user needs and approve requests for service and equipment that are in compliance with established guidelines.
5. Coordinate with the CSC on all telecommunications projects and services, including:
 - a. Early notification of major projects, moves, and other service requests;
 - b. Submission of studies, plans, and due dates related to the project; and
 - c. Submission of completed service request forms.
6. Ensure that adequate funds are available for services/equipment and that the proper accounting unit code numbers (AU#) are used when requesting communications products and services.
7. Monitor services and expenditures to eliminate unnecessary costs and maintain a proper level of service.
8. Assist the CSC in maintaining up-to-date records of agency communications equipment and services.
9. Advise the CSC of any significant discrepancies in systems or services provided by a vendor.
10. Monitor the agency's use of telecommunications services for the specific purpose of identifying misuse and any need for instruction and/or training.
11. Update on-line SOI Directory Application with the agency's Business and People listings that populate the State of Illinois Telephone Directory. Maintain the behind-the-scenes Work Units and Address Lists that control system entry drop-down selections.

Requesting Telecommunications Service

Agencies obtain voice, data, paging, radio, and any other services by completing the correct form for making the request. The most frequently used Telecom forms are:

BCCS Agency Registration Form (to authorize Coordinators)
Paging Service Request (PSR)
Telephone Calling Card Request
Telecommunications Data/Intercity Service Request (TDR)
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 at: www.bccs.illinois.gov – click Forms – click Telecommunications Forms.

The TSR and TDR are the two central documents used to communicate the details of requested voice and data services including: the exact service required, the specific equipment requested, the exact location of and desired date for installation, who is responsible for the service or equipment, and what funding source will pay for TSR/TDR completion. Agencies use the TSR and TDR to request new installations, make additions to existing units, delete equipment and terminate service, schedule moves and relocations, and make programming and other changes in telecommunications equipment and/or service. The TSR is also used to request new wireless service and to change or cancel wireless service, including Blackberry devices. All TSRs, TDRs, and other service requests must be signed by the authorized Telecommunications Coordinator.

The Telecommunications Service Order Process

Step 1: The end user generates a service request to the agency Coordinator.

Step 2: The Coordinator fills out the appropriate order form.

Step 3: Agency management approves the order form (agency requirement).

Step 4. The order form is mailed* to:

Customer Service Center
120 W. Jefferson – 2nd Floor
Springfield, IL 62702

CSC staff evaluates the Agency's order form.

* Fax orders are accepted only in emergencies with prior approval.

Step 5: The CSC staff evaluates the Agency's order and routes it through the approval process.

Step 6: CSC coordinates service with the appropriate vendor.

Step 7: Installation work is assigned, monitored, and completed.

Step 8: The order is finalized in EMS11 by CSC personnel, updating inventory records and generating billing to the agency.

Non-Routine Order Process

In general, the following requests are considered to be non-routine orders:

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

Non-routine orders usually require more time for installation. When received, non-routine voice orders are forwarded to the appropriate Communications Systems Specialist (CSS) for review and approval. The CSC Provisioning staff then completes the order process. The assigned CSS remains available to assist each agency with telecommunications planning, design development, analysis, and evaluation. For assistance with non-routine orders, please contact your agency's CSS. Due to the complexity of non-routine orders, please allow additional time for processing and completion.

If there are questions classifying a request as routine or non-routine, the assigned CSS can provide the answer.

Telecommunications Equipment Rental

All telecommunications equipment remains the property of CMS (cellular equipment, Blackberries, and accessories are the exception). 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 for refurbishing, if possible. Agencies will be charged the full price for any equipment they fail to return. Most telecommunications equipment and materials can be moved to another location within the same agency, building, or floor for a minimal relocation charge. The relocation charge includes the technician's time and materials needed to move the equipment.

All rental equipment is covered under a CMS maintenance contract, and maintenance fees are included in the monthly rental charge. Coordinators should call the CSC toll free number (800-366-8768) to report any equipment that needs repair or service.

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.

Using the Correct Form

Using the correct form will speed completion time of all service orders. The service and request forms described below are available on the BCCS web site at www.bccs.illinois.gov - click on Forms – click Telecommunications Forms. Your agency's assigned CSS or other CSC staff members can assist with form completion. In addition, various orientations and training sessions may be available throughout the year to instruct Coordinators on the intricacies of pricing, form completion, ordering, and servicing telecommunications equipment.

The TSR

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

- Additional phone jacks
- Answering machines
- Assistive devices for the hearing impaired
- Automated attendant applications

- Cellular service, telephones (including Blackberries), and accessories
- Centrex and business lines
- Toll free service
- Data dial-up circuits
- Directory changes
- EKS/PBX Systems
- Headsets
- Internal and campus wiring (voice and data)
- Security and alarm systems
- Specialized voice circuits
- Telephones and programming
- Videoconferencing equipment
- Voicemail
- Transfer box
- TTY equipment and NexTalk service (assistive devices for hearing impaired)
- DSL Service

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

Submit TSR to: [Customer Service Center](#)
[Attn: Provisioning](#)
[120 W. Jefferson St., 2nd floor](#)
[Springfield, IL 62702-5103](#)

* Fax orders are accepted only in emergencies with prior approval.

[The TDR](#)

A **Telecommunications Data/Intercity Service Request (TDR)** should be completed for all data orders, requests for data equipment, and use of network facilities. TDR use includes, but is not limited to, requests for:

- 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

The CSC permits TDR submission through email, interoffice, or US mail.

Submit TDR to: [Customer Service Center](#)
[Attn: Provisioning](#)

120 W. Jefferson St., 2nd Floor
Springfield, IL 62702-5103

Email TDR to: cms.prov@illinois.gov

Paging Services

A **Paging Service Request Form (PSR)** is used to request a pager, modify current paging service, or to cancel paging service. Equipment must accompany an order to cancel service or the agency will be charged as if the pager were lost. All paging orders must be mailed to the CSC.

Complete an **Accounts Receivable Credit Request Form** to return a pager that was previously reported as “lost.” Proper credit will only be issued upon receipt of all requested information identifying the paging unit. Credit request forms must also be mailed* to the CSC.

Submit PSRs to: [Customer Service Center](#)
[Attn: Wireless Services](#)
[120 W. Jefferson – 2nd Floor](#)
[Springfield, IL 62702-5103](#)

* **Fax orders are accepted only in emergencies with prior approval.**

Calling Cards

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. Calling Card orders and cancellation notices must be mailed* to the CSC.

Submit to: [Customer Service Center](#)
[Attn: Provisioning](#)
[120 W. Jefferson Street, 2nd Floor](#)
[Springfield, IL 62702-5103](#)

* **Fax orders are accepted only in emergencies with prior approval.**

Wireless Service Request

A **Wireless Service Request (WSR)** should be used by state and local government agencies to request, delete, and/or change access to the Illinois Wireless Information Network (IWIN). To activate individual users on an agency IWIN account, a User Registry Form must also be submitted. This form must specify whether or not the user will require LEADS access.

New IWIN agencies that request LEADS access must mail a LEADS Agreement, WSR, and User Registry to:

Illinois State Police
Post Office Box 19461, Room 501
Springfield, Illinois 62794-9461
ATTN: IWIN/LEADS Access

Existing IWIN agencies and new IWIN agencies not requesting LEADS access should mail the WSR and User Registry forms to:

CMS – Customer Service Center
Attn: Wireless Services
120 W. Jefferson, 2nd Floor
Springfield, IL 62702

Audioconferencing

Audioconferencing offers cost-effective solutions for "one-time only" or "24x7 stand-by" conference bridge availability. The most frequently used bridge 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.

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, 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.

To establish a conference bridge, users should contact their agency's authorized Telecommunications Coordinator. If there are questions regarding available features, pricing, or billing, agencies may contact the Customer Service Center to discuss the issues with a contract representative.

800-366-8768
In Springfield: 217-524-4784

Reporting Telephone & Data Service and Equipment Problems and Repairs:

800-366-8768
In Springfield: 217-524-4784

Follow offered menu options.

Cellular

All cellular problems – and ESN change requests - should be reported to the CSC Telecom Help Desk staff. If the CSC cellular staff cannot resolve the programming or service-related issue, callers will be connected to vendor help-desk personnel who can troubleshoot the problem.

Communications Management Center (CMC)

Callers needing to reach the CMC or the Illinois Century Network (ICN) for Tier 2 escalation or to report connectivity issues at schools, should contact dedicated staff using the CSC toll free number – and follow the prompts.

Data

Data problems for Springfield and Chicago Centrex users should be reported to the CSC Telecom Help Desk staff. Once a data alarm is received or detected, an incident case is initiated. The problem is logged and the status is continuously monitored. The incident case is diagnosed by technicians and either resolved or forwarded to a vendor for resolution. The CSC staff verifies with the user that the repair was made and service was restored.

Internet

Internet problems should be reported to the CSC Telecom Help Desk staff. Once a problem is reported, an incident case is initiated and the problem is continuously monitored. The incident case is diagnosed by technicians and the CSC staff verifies with the user that the repair was made and service has been restored.

IWIN

For any problems relating to service on the Illinois Wireless Information Network (IWIN) please call your agency's IWIN coordinator. Once the IWIN Coordinator determines the problem is network related, the coordinator should call the CSC Telecom Help Desk to provide the IP address, nature of the problem, location (city and county) where the problem is occurring.

Paging

For any paging related problems, please call the CSC. The statewide paging vendor will be contacted when swap-out situations occur and replacements are needed. When major service/coverage outages occur, notices are routinely emailed to Agency Coordinators explaining the situation and providing estimated restoration times.

Videoconferencing

The CSC is staffed by CMS Video technicians who will resolve video problems or

will dispatch Ameritech on site for repairs, if needed.

Voice - Telephone

All voice communications problems for state users should be reported to the CSC Help Desk staff. The CSC operator will open an incident case and classify the issue as “routine,” “priority,” or “emergency.” A technician will then be dispatched for the service call. Repairs are monitored and maintenance staff will verify that repairs were completed to the customer’s satisfaction prior to closing any incident case report. Please have the following information when reporting a telephone repair:

- What is the telephone number in trouble?
- What is the type, model, and color of the telephone?
- What is the trouble?
- Where is the telephone located?
- What is the name and telephone number of the person reporting trouble?
- Who is the site contact person and their telephone number?
- What are the hours of business operations at the site?

Other Telephone/Voice Repair Cases

- **TIE and OP type circuits**
Service problems on TI lines, Off Premises Centrex lines, and special circuits involving long distance carriers are reported through the CSC/CMC.
- **800 -Toll Free Service**
The CSC/CMC will open an incident case on toll free service; however, the following additional information is needed:
 - 800 number in trouble
 - Number to which the 800 number terminates to
 - Time that the problem started
 - The problem
 - Contact person at the site and a different call back telephone number
 - Service assurance information, if pre-planned
- **Pay Telephones**
Numerous state facilities have public pay telephones in place. CMS no longer provides pay phones – they are installed and maintained by AT&T. All problems relating to pay phones should be reported to AT&T (formerly SBC) at (800)-809-0878.

Telephone/Voice Repairs Caused by Agency/Customer Abuse or Neglect

Any repairs that were caused by customer neglect or abuse will be billable to the agency. Some examples are as follows:

- Clearing manual call forward
- Volume was turned down
- Telephone was not plugged in
- Spilled drinks on equipment
- Stolen equipment (time and materials)
- Customer's personal equipment
- Acts of Nature (lighting)

Your agency will be charged accordingly for labor and material during regular business hours, weekdays, Sundays and holidays.

State Telephone Usage Policy

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 Policy

Directory Assistance (i.e. 4-1-1, 555-1212) is a billable service. Telephone company directory information is a chargeable service. The costs appear on the CMS telephone bills issued to agencies and identify the number from which the directory assistance calls were placed. 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 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.

The Telecommunications Coordinator at each state agency is responsible for updating his/her agency records in the State of Illinois Telephone Directory and State Directory Assistance Operators are available at (217) 782-2000 (Springfield) or (312) 793-3500 (Chicago). **Because State Directory Assistance is also a chargeable service (\$0.52 per call)**, agency Telecommunication Coordinators should encourage all staff members 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 select to search by agency to locate specific office/departmental listings or can search the alphabetical records for a specific state employee.)

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

Telecommunications Equipment and Property Control

Tagging of Telephone Systems*

It is the responsibility of CMS to hold ownership of all telephone systems and equipment (cellular equipment is the exception). CMS annually certifies and reports the location and description of all telephone systems (PBX, EKS, and Centrex) 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-owned equipment on their property control records or place their agency tag on that equipment.

Tagging of Telephone Terminal Equipment*

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 CMS 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 of Telephone and Data Communications Equipment Against Theft

It is the responsibility of the agency to protect telephone equipment from theft. Agency staff will be responsible for investigating missing equipment and notifying CMS. **Agencies are responsible for the full replacement cost of any equipment stolen from their premises.**

***Please Note:** CMS no longer leases cellular phones and accessories and Polycom Conferencing units. After purchase from CMS, the agency is responsible for the tagging and inventory following their internal property control rules.