ITS UPDATE

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PROGRESS SINCE JANUARY 2008

- Improper billings go to an account called "suspense" .

- January 2009 shows less than $1,300 in improper billings, out of billings of over $680,000

- This is less than two tenths of one percent of total dollars bills that ITS is unable to bill to an active index.

PROGRESS SINCE JANUARY 2008

- ITS has hired an accountant to assist with determining the correct index for improperly billed amounts resulting from ITS billings

- ITS runs a query that tells them all currently billing indices that are going to end soon.

- Patrick Patten, their new accountant, has written standard emails and sends them monthly to departments when their billing indices are about to end.

PROGRESS SINCE JANUARY 2008

✍ Patrick has written a standard letter and sends it monthly to departments when their billing indices have active items that are billing improperly.

… It explains to departments how to access their bills, so they can see the charges in detail.

… It gives them a phone number to call if they need more help resolving the issue.

✍ Departmental frustration, while harder to measure, has not seemed to decrease.

ITS HELD MEETINGS TO INVESTIGATE

- Annie Verchick, the ITS Service Manger, held meetings to investigate the issue.

- ITS is identifying some areas for improvement.

- Departments need to be aware of the best way to watch their ITS charges.

ITS CHANGES

- ITS is instituting a **review of their entire workflow** around index changes.

- **Improved workflow** will result in **fewer errors** when index changes are requested.

- ITS will **send out billing reports**, beginning in April 2009, **with the notices of improperly billed items**.

- These reports will make it easier for departments to find the problem and figure out what changes they need to make in Fast Info

ITS CHANGES

- HSC is assisting with some **training needs**.

- ITS query has been modified to **give ITS staff more information** about each erroneously billed amount.

THINGS DEPARTMENTS CAN DO TO PREVENT IMPROPER BILLINGS

- **Check the changes** you have requested to make sure they have occurred in the month you expected them to occur.

- Be aware of the **cut off date** which **is the 19th**. If your change was not requested before this date, it will probably not occur in the current month end billing.

- It should appear in the following month end billing.

THINGS DEPARTMENTS CAN DO TO FIX IMPROPER BILLINGS

- **Respond promptly** to ITS information requests

OTHER ISSUES

✍ Intermittent use reporting is poor.

 … 800 number charges

 … Conference call charges

 … Alarm code charges

 … Long distance code charges

 … Calling card charges

USE HSC FINANCE AS AN ADVOCATE

HSC Finance is working with ITS to assist them.

Document issues if they occur.

Send your documentation to HSC Finance when you encounter difficulty with issue resolution

We will assist ITS with their workflow process modifications

WHAT DEPARTMENTS CAN DO

Because of these issues, the best thing you can do to
minimize the possibility of ITS billing errors
remaining on your indices is:

1) Look at and reconcile your entire ITS bill each
month.

2) **Respond promptly to Patrick Patten**, the new ITS
accountant, when he contacts you through your PI
about items that have billed erroneously.

WHAT DEPARTMENTS CAN DO

When you respond to Patrick's requests:

3) Let ITS know what the correct index is for the charge they are asking you about

4) Investigate where the charge should be from now on. Create a Fast Info ticket to move the charge or disconnect the service on a permanent basis so it will not continue to bill erroneously.

5) Notify ITS via Fast Info if service changes that were reported to you via Fast Info as completed are not billing as expected

6) Notify HSC if Fast Info does not resolve the issue.

WHEN ROLLING ALL CHARGES

- If you are rolling all ITS charges from one index to another, tell ITS that is what you are doing. That way intermittent charges will not get left behind on your old index.

- If you need to remove all charges from an index, but they are not all going to the same new index:

  … Request from ITS, 30 days in advance of the change, the *All Services Report* from ITS.

  … This report will list all known existing charges on the index. Then you will better know what to move.

QUESTIONS?