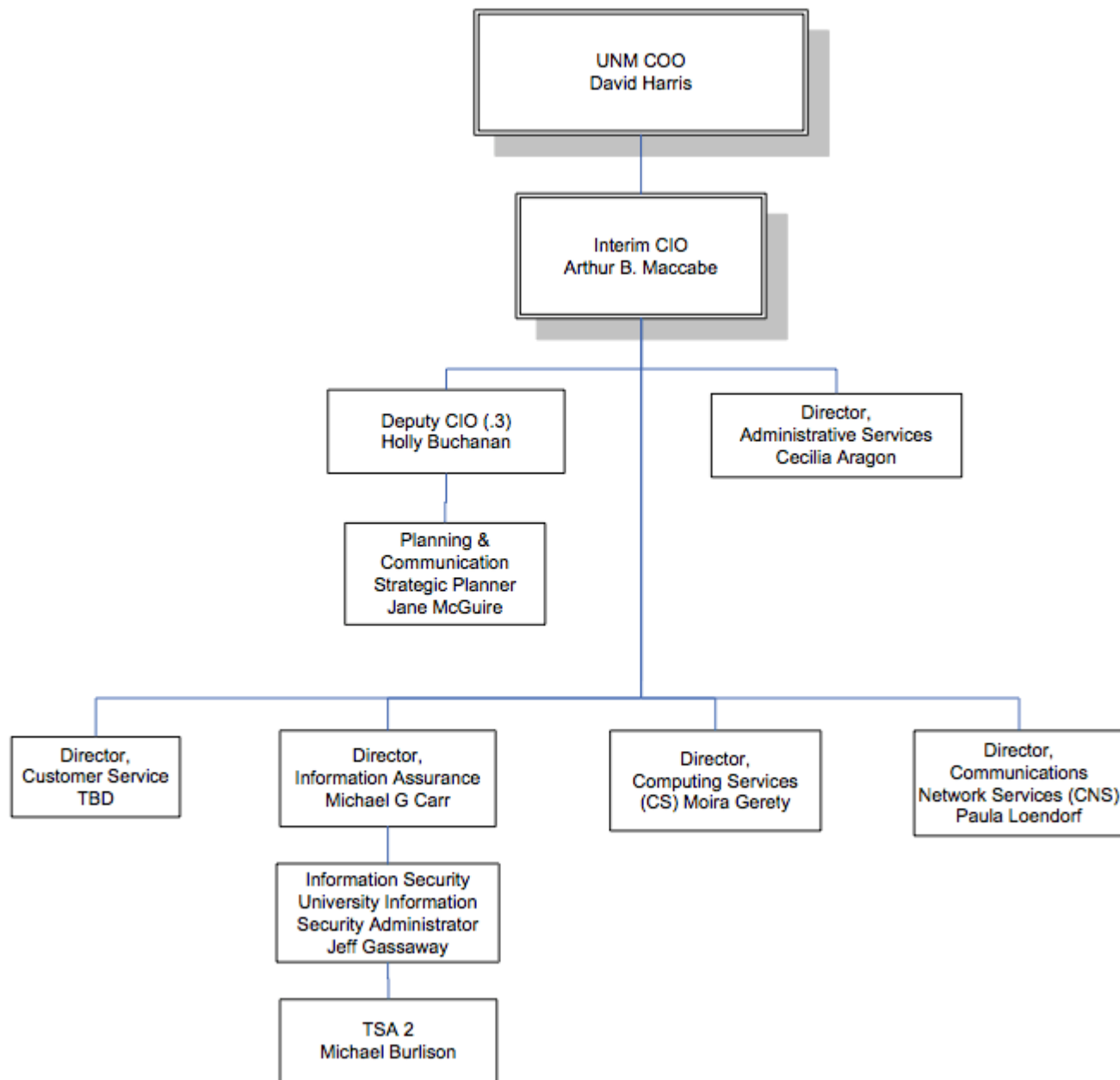




Telecom vs. CNS

- Telecom converged with CIRT in January, 2006
- New department: Information Technology Services – ITS
- Communications Network Services (CNS) includes Telecom, Alarms and Data Network services for Main and South Campuses, as well as the Law School.
- Website changed: its.unm.edu



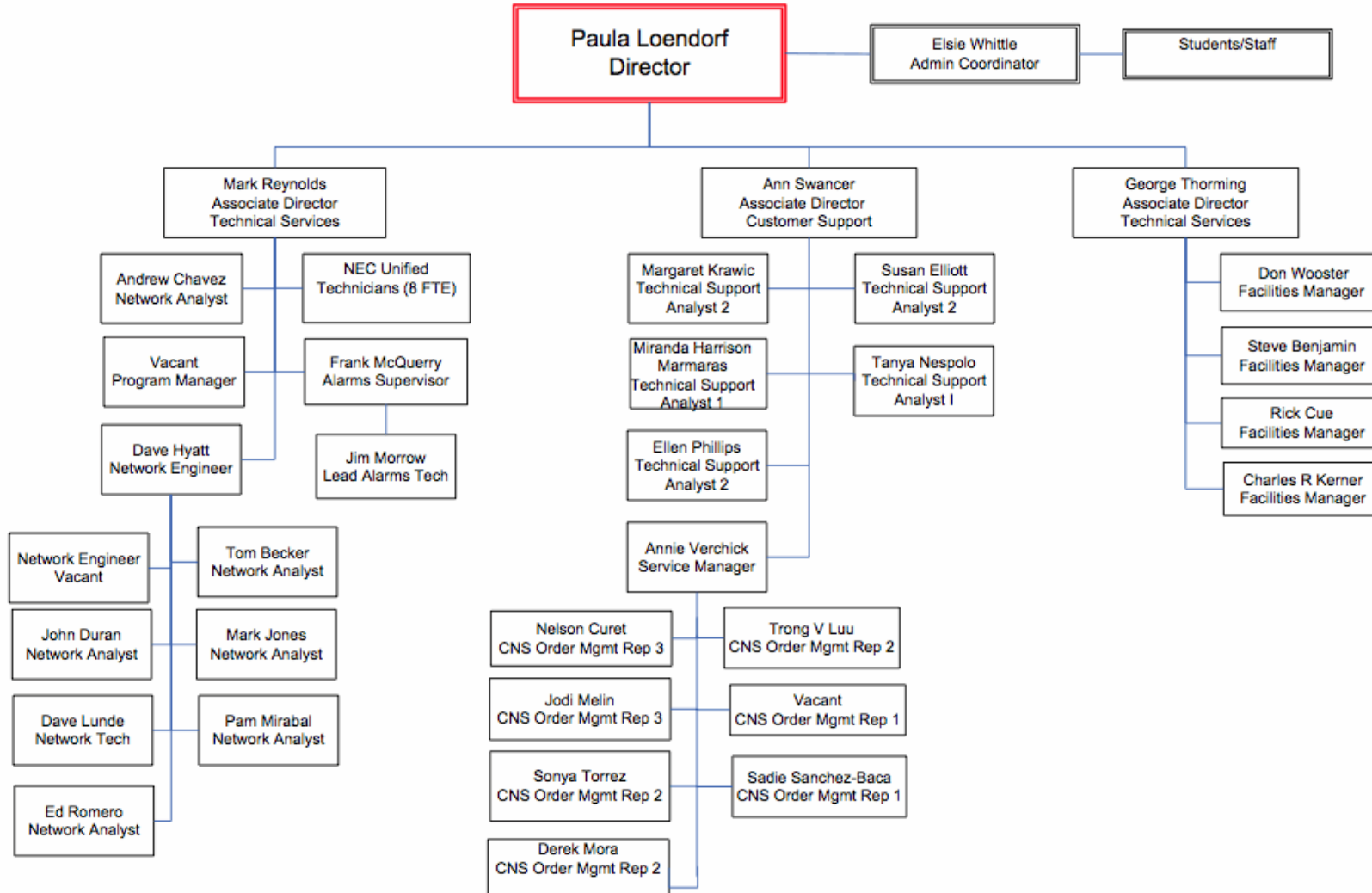
ITS Communications Network Services Organization Chart



The University of New Mexico

*INFORMATION
TECHNOLOGY
SERVICES*

[Back to Top Level Org Chart](#)





FastInfo at ITS-CNS

- FastInfo replaced email November 2006
- FastInfo is used primarily as a work request tracking system.
- FastInfo knowledgebase functions are used to offer more updated and detailed information than we provide on our website.

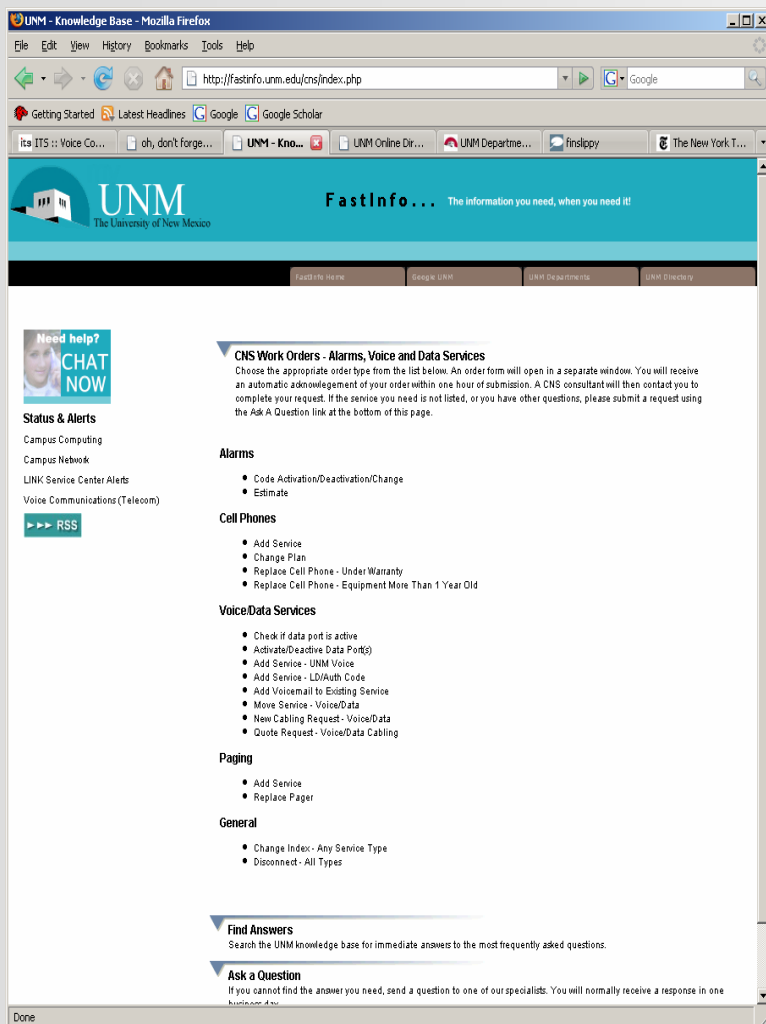


FastInfo Advantages

- FastInfo (FI) allows users to track their entire work order history online.
- Since adopting FI, CNS no longer has an issue with “lost” requests
- FI tracks all work requests and queries and stores those for users and CNS staff to review and research.
- FI request numbers are cross-referenced into Work Orders, TTs, for ease of future research.



Using FastInfo to access CNS services



- FastInfo replaced Email for CNS in October, 2006
- FastInfo enables both CNS and customers to track questions and requests
- Requests can be submitted as questions, using the CNS forms or via chat.
- CNS began taking FastInfo requests using service specific forms and calls for the Alarms group in Oct. 2007



Form Samples

- [UNM - FastInfo Knowledge Base](#)



FastInfo Chat

- Usually staffed by CNS during business hours
- If not, Support Center will create a FastInfo incident for CNS
- Similar to Instant Messaging
- Response time depends on staff availability
- Answers questions in real time
- Customers can request work orders, trouble tickets, or help troubleshooting



FastInfo Ask A Question (AAQ)

- Enables users to ask questions and submit work not in forms
- Documents can be attached to AAQs and are permanently stored with AAQ.
- Users can log in and see status of their AAQ
- Multiple requests or types of requests can be submitted



Types of Requests

- Trouble Ticket
- Move, Add or Changes requests
- Project requests



Trouble Tickets

- Unpredictable
- Something, usually unknown, is broken
- Repair may or may not be billable, depending on cause
- Service can be requested over the phone or via FastInfo
- Order management staff will ask customers to troubleshoot problems that may be billable
- Problems resolved by troubleshooting will not be billed
- Prioritized by life/safety and scale of outage
- Goal is to resolve 90% of trouble tickets within 24 hours.
- Customers can followup on status via FastInfo or phone, using either FastInfo number or WO #.



Move, Add or Change Requests (Daily Work Orders)

- Predictable
- Nothing is broken
- Daily Work Orders
- Work is billable
- Service can be requested over the phone or via FastInfo
- Should be completed within 5-7 business days
- Customers can followup on status via FastInfo or phone, using either FastInfo number or WO #
- Customers can request that work be expedited if there is an urgent business need
- Expediting work may be billable, which is determined on a case by case basis



Projects

- Request involves 6 or more users
- Requires coordinating between multiple groups within CNS
- Technical Support Analyst (TSA) is assigned to work with department contact.
- Could involve a Project Manager from OCP (Office of Capital Projects)
- OCP will submit the FastInfo request
- TSA will meet with department contact to determine required services and coordinate with other ITS groups
- TSA will be onsite the day of the project work to answer questions



Who can submit requests?

- Option 1: Anyone within a department with a valid index
 - Pros: Simple, work well for small groups
 - Cons: Can lead to confusion when reviewing bills, lacks control over spending



Who can place requests? (cont'd)

- Option 2: Department Contacts
 - Department designates contacts who are authorized to place billable orders
 - All billable orders must be placed by department contact(s)
 - Trouble tickets can be placed by anyone CNS requires a copy of the department's internal memo identifying the department contact(s)
 - CNS works with department contact to ensure that billable work is not requested as a trouble ticket.
 - Pros: Ordering is centralized, OCCs are less surprising on bill review.
 - Cons: Not everyone is authorized to order services



Changing billing indexes

http://fastinfo.unm.edu - Mozilla Firefox

CNS Change Index - All Service Types

Complete the form below, and click the submit button at the bottom of the page. Please include as much information as possible in the space provided. This is used to ensure your request is forwarded to the most appropriate person. If you do not include enough information, we will have to call you to obtain it; this may further delay processing of your request.

You will receive an automatic confirmation email within one hour; your request will then be assigned to a consultant to complete.

Your Contact Information:

First Name

Last Name

Email

Telephone

Information about your request:

Service Number

Current Index #

Current Org Code

New Index #

New Org Code

Additional Information:

Other Ways To Find Help

Remember you can find solutions to many common problems online in the [FastInfo Knowledge Base](#). You can also submit a written question through [Ask A Question](#)

Done

- Index changes can be submitted through FastInfo using either the form on the CNS forms page, or by attaching a spreadsheet to an AAQ.
- In order to change the index for a service, we need to know the service number, the new index and org code.
- Index changes between organizations must be requested by the receiving organization.



Index Changes, cont'd

- Change indexes when:
 - A grant is ending, but you need to keep the services active
 - An index is being closed and you need to keep the services active
- Index changes received by the 20th of the month will be processed effective the first business day of that month. Changes received after the 20th will be processed in the next month.
- Submit Changes as early in the month as possible if the effective date is of great importance
- Index changes become effective on the first of the month they are requested if they are requested by the deadline



P-Card Waivers

- Prior approval from CNS is required to use P-Cards to purchase
 - Verizon or Sprint Cell phone service
 - Wireless telephone equipment*
 - Laptop aircards
 - Telephone headsets*
 - Cellular accessories
 - Equipment for the hearing or visually impaired*
 - Other telephone equipment (ex: cordless phones)*

- * Necessary to identify potential compatibility issues with the University telephone system.



P-Card Waivers (cont'd)

- Request approval by submitting a FastInfo or by calling 7-1111.
 - Explain the business purpose of the device
 - Identify why none of the existing options will work for your organization
- If the purchase is authorized, you will receive an email to be submitted with your P-card log



Cellular Providers

Three providers currently offer service on Campus

- Alltel
- T-Mobile
- Verizon

A contract for a fourth provider, AT&T is under negotiation.



Cellular Providers - Alltel

- Alltel
 - RFP provider
 - Discounted equipment and plans for Faculty and Staff
 - Supported on campus
 - CDMA service
 - Outsourced international service
 - Billed through CNS (electronic bill detail available)
 - Blackberry Enterprise Server coming soon
 - Smartphone/Blackberry Contract Term: One year (enforced, penalty billed for early termination)



Alltel (cont'd)

- Changes for the new contract year
 - Local Freedom plan is changing to a more robust service plan which will include national roaming and emergency text messaging for TextMe UNM.
 - Total Freedom plans will be rolled into Local Freedom
 - Reduced contract term on Smartphones and Blackberries of 1 year
 - More broadly discounted equipment pricing and a wider selection of free phones
- Reminder: Alltel equipment is eligible for replacement annually



Cellular Providers – T-Mobile

- T-Mobile
 - UNM contract provider
 - Supported on campus
 - GSM service
 - WiFi Blackberries available
 - International travel available with same device
 - Billed through CNS (electronic bill detail available)
 - Blackberry Enterprise Server coming soon
 - Discounted Equipment and Plans for UNM Faculty, Staff and Students
 - Smartphone/Blackberry Contract Term: One year



Cellular Providers - Verizon

- Verizon
 - State contract provider (contract expires August 2008)
 - CNS is negotiating with Verizon to continue service with similar price points
 - Discounted equipment and plans for Faculty and Staff
 - CDMA service
 - Outsourced international travel available with one device
 - Must be billed on p-card and have prior approval
 - CNS is negotiating with Verizon to begin electronic billing in Winter 2008-2009
 - Blackberry Enterprise Server will be available for devices billed through CNS
 - Smartphone/Blackberry Contract Term: One year (enforced – penalty billed for early termination)



Cellular Providers – AT&T

- AT&T (NOT YET AVAILABLE)
 - UNM contract pending
 - iPhone provider only
 - Supported on campus
 - GSM service
 - Billed through CNS (electronic bill detail available)
 - Groupwise Mobile Server coming soon
 - Discounted equipment and plans will be available to Faculty and Staff when contract completes
 - iPhone Contract Term: Two years (enforced – penalty billed for early termination)

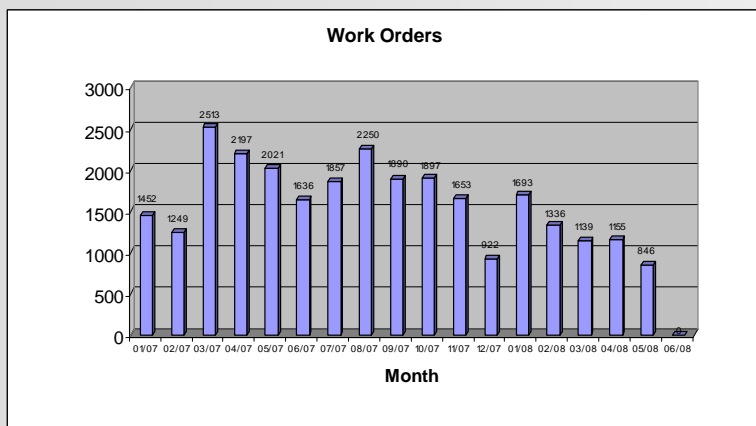
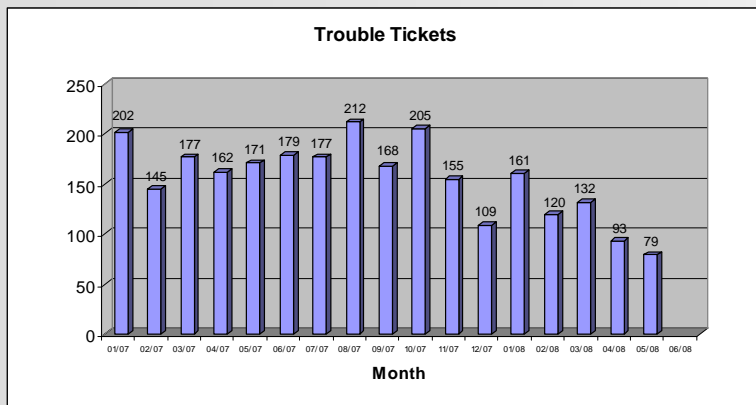


ITS CNS Telemanagement System

- Pinnacle is the telemanagement system used to track and bill ALL telecommunication services on campus.
- ITS CNS bills for over 20,000 telephone lines, 10,000 voice mailboxes, 1600 cell phones, 1700 pagers.
- Qwest T-1's, long distance, calling card and conference calling charges are also billed on a monthly basis.
- The system provides for tracking telephone physical location for E911 purposes, cable pair and switch data for troubleshooting purposes.
- Also used for tracking of work orders and trouble tickets. ITS CNS processes between 1300 and 2500 work orders and trouble tickets per month.



CNS Order Statistics



- In 2008 we processed an average of 1234 work orders and 117 trouble tickets per month
- This includes an average of 130 accounting changes each month
- Interestingly enough this is down significantly from 2007.



CNS Billing Web Portal

- Portal provides access to billing details back to July 2004
- Provides reports based on Org Code and Index
- Bill format is PDF
- CNS currently working with vendor to make additional reports available to customers:
 - Active Long Distance authorization codes by index
 - Active cellular phones with summary of monthly billing



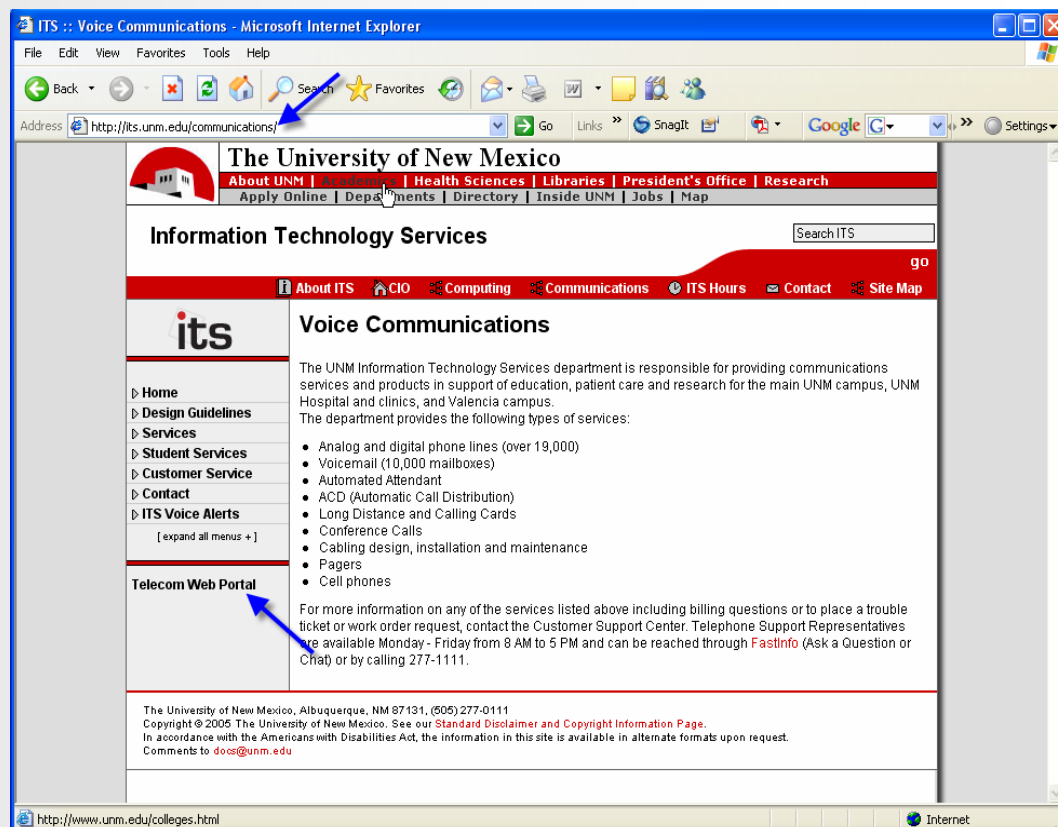
Accessing the CNS billing web portal

- Web portal access is limited to Department chairs, deans, directors and their designates.
- Requests for portal should submit a request through FastInfo with a list of the orgs for which they need access.
 - In the case of accountants and department administrators, the request will be granted.
 - For administrative staff and student employees, confirmation of the request from a supervising accountant, department administrator, chair or director will be necessary.



Ways to Access the Billing Portal

- Go to <http://its.unm.edu/communications/> and click on the Telecom Web Portal link in the lower left corner.
- Save the link to the login page in your favorites.





CNS Billing Language

- MRCs – Monthly recurring charges
 - Examples include regular phone and voicemail charges
- OCCs – One time Charge or Credit
 - Examples include the purchase of a cell phone or the installation of voice or data cable
- Toll – Long distance calls



Resolving Billing Issues

- **Billing Issues**
 - Departments should be reviewing bills regularly.
 - Billing issues should be brought to CNS's attention immediately.
 - Credits will be issued only to the beginning of the month in which the issue is identified to CNS.
 - OCCs do not always tie to a service, which can be confusing on bill review. Please, please do not hesitate to call us and ask us to research this.
 - All Order Management staff can help with billing research.



Index Change Issues

- Past issues with index changes:
 - Application error that caused index changes not to change or to revert to old index unexpectedly.
 - Error made by programmer that wiped current accounting information. Programmer made decision to restore from last recorded accounting data, which wasn't always current because of index changes.
 - ITS CNS worked with our vendor to develop a process for index changes that was tested and now works consistently.



Journal Vouchers vs. OCCs

- Journal Vouchers
 - Between departments
 - Do not clean up billing record
 - Process in real time
 - Partial month billing
- OCCs
 - Between CNS and department
 - Clean up billing portal records for all organizations
 - Clear data for budget planning
 - Process through Banner feed with CNS upload at first of month



Billing Miscellaneous

- CNS bills in arrears – the bill you see on the first of the month is for the previous month.
- **Cannot split billing for a service across indexes.**
- Cabling billing is often delayed. This occurs because cabling vendors often do not bill for 30-60 days after completing work, and their invoices are not accepted until the work is approved. We are constantly striving to shorten the billing window for cabling invoices.



Billing Miscellaneous (cont'd)

- Some departments have identified org code – index code mismatches in our billing system. These date back to the original Banner Crosswalk process. If your department notices these, please inform us, and we will correct them.
- All cellular and related charges will bill the correct account code, 6080, in the new fiscal year. This correction will resolve ongoing issues with cellular costs overflowing into other accounts.
- A number of process and software issues that were affecting our ability to change indexes have been corrected in the last 6 months. We are going into this fiscal year end much better able to support customer needs with respect to index changes than ever before.



Rate Changes for FY 2009

- New installation rate for telephones: \$115
- New tiered cellular plans - ITS will average each user's November 2007 -- April 2008 cell phone minutes to calculate and assign the user to the appropriate tier effective July 1, 2008. Departments may request changes at their discretion.

Plan minutes	Monthly Rate
0 – 500	\$40
501 – 1000	\$50
1001 – 2500	\$80
2501 – 4000	\$110
Overage minutes	\$.25/minute