

Welcome to
the First ***TNSConnect***
Departmental Liaison
Group Meeting

Who

Mark Katsouros – TNS Director

Nancy Grout – Project Communications

Paula Walton – Billing Administrator

Vicki Donovan – Customer Service

Pamela Bulmahn – Project Manager

Agenda

- Brief Overview
- Purpose
- Roles
- Training
- Reports
- Next Steps

Reminder: What is TNSConnect?

Software to track services and help manage TNS business

- End User Services (phone, data, video, voice mail, etc.)
- Work Orders
- Trouble Tickets
- Port-to-Jack mapping
- Call Processing
- Billing
- Time Accounting
- Cable Plant Maintenance
- Warehouse Inventory
- Reporting
- Customer Portal (phase II)

Purpose of this Meeting

- Information Exchange
- Communication of policies and methods
- Discuss:
 - Roles
 - Training
 - Service Information
- Plan next steps

Contact Information

Email:

ITS-TNSConnect-Project@list.uiowa.edu

Website:

<http://www.its.uiowa.edu/tns/tnsconnect>

Advisory Group List Serv:

TNSConnect-AdvisoryDepartment@list.uiowa.edu

Roles

- Communication
- MFK Verification (including backup MFKs)
- Verify services by User ID (Hawk ID) used for billing services
- Work Order Submission

Importance of this Role

Communication is a fundamental requirement of an efficient operation.

Telephone, data and video services are perceived as utilities that are just always there.

***YOU ARE THE KEY TO ENSURING
SERVICES ARE IN THE RIGHT PLACE
WITH THE RIGHT FEATURES!***

Advisory Group

- Who?
- What is the role of the advisory group?
- How advisory group decisions will be shared with the larger group?

Training

- Who needs training?
- What forms of training will be needed?
 - Customer portal (phase II)
 - Work orders
 - Trouble tickets
 - Service locations and other reports
 - Device capabilities and usage

- Who will do the training?
- How much will the training cost?
- How often will the training be done?
- How will new Departmental Liaisons be trained?

Concept of User ID

- The HawkID will be the User Id
- Services will now be associated with a User Id
- Services at the department level will be associated with departmental User Id
- Start to provide this information with new orders

Backup MFK?

- MFK to be charged if and when original MFK expires
- Notation on reports
- Notification of expired MFKs
- How to know if an MFK requires a backup?

Two small changes

- Collect calls & 3rd party billing calls
- Pro-Rating monthly services

Blanket Blue Req

- Currently TNS accepts WO requests with a valid MFK and signature on a “Blue Requisition” form
- Departmental Liaisons will need to submit a single “Blanket Blue Requisition” for TNS to have on file
- Submission of “Blanket Blue Requisition” can begin now

Work Order Submission

Tell us what you want to do

- On-line web form now → Customer Portal in phase II?
- Continue with paper requisitions until Customer Portal is ready?

Services & Reports

- What criteria for sorting information do you want?
- What do you like or dislike on current reports?
- What type of selection do you want for listing service information?
- What service descriptions would help you make better service requests?

Service Verification

MFK		Valid	Backup MFK		
285 43 5063 30100 0 0000000 6270 000 11610 00 0000		Yes			
<u>UserId</u>	<u>Directory Nbr</u>	<u>Bldg/FI/Rm</u>	<u>Jack</u>	<u>Type</u>	
pbulmahn	4-0577	035/4/423A	43087-1	DT	
pbulmahn	4-0577	035/4/423A	43087-1	DE-32	
pbulmahn		035/4/423A	43087-2	DATA	
pbulmahn		035/4/423A	43087-3	DATA	
vdonovan	5-2914	035/4/400-1	43154-1	DT	
vdonovan	5-2914	035/4/400-1	43154-1	DI-32	
vdonovan		035/4/400-1	43154-2	DATA	
vdonovan		035/4/400-1	43154-3	DATA	

Next Steps

- Review Services List
- *Communication*
- Correct invalid MFKs & Provide Back-up MFK
- *Communication*
- Form Advisory Group
- *Communication*
- Start Customer Portal Design
- *Communication*
- Blanket Blue Req
- *Communication*
- Begin Issuing Departmental Work Orders
- *And more communication*

Thank you for attending today!

Questions?

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