

Telecommunication & Network Services *TNSConnect*

## ITS-TNS Facilities Management System

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## Quick Introductions

- Mark Katsouros, Director, TNS (Implemented this system at the University of Maryland.)
- Pamela Bulmahn, Project Manager / Technical Lead
- Nancy Grout, Communications Coordinator

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## Reminder: What is FMS?

- Work orders
- Trouble tickets
- Cable plant management
- Warehouse inventory (including asset management)
- Component (data gear) tracking
- Phone number, IP address, and subnet tracking
- Port-to-jack mappings
- Costing/Billing
- Business process workflow
- Time accounting
- **Reporting**
- **Customer portal** (Phase II)
- And more!

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## Brief Review to Bring you Up-To-Date

- Last customer forum August 4<sup>th</sup>, 2005
  - Discussed RFP progress & Proposal Evaluation
  - Touched on your needs
    - Electronic Invoice Delivery
    - Electronic Invoice Data
    - Service Locations
    - Integration with other University Systems

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## The Choice

- Completed the evaluation process and selected Compco's MySoft.Net
- Implementation of Phase 1 began March 2006
  - Goal of Phase 1 is to replicate current functionality
    - Service Management
    - Work Orders & Trouble Tickets
    - Billing
    - Internal Processes

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## Branding

# ***“TNSConnect”***

*It is all in the name*

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## Project Time Frame

- Phase 1 – Planned completion February-March 2007
  - Internal TNS Processes
- Phase 2 – Planned completion December 2007
  - Warehouse System
  - **Customer Portal**
- Phase 3 – Planned completion December 2008
  - Best Practices; Process Re-Engineering
  - Probable Integration with other University Systems
    - Remedy
    - Work-Flow
    - ISIS

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## Remodeling #1

### System hierarchy (paradigm change)

- User-centric verses Number-centric
- All equipment & services for a person grouped together on the screen
- Readable invoice; all equipment & service charges for a person are together
- Customer-friendly

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## Remodeling #2

### New Customer Model (typically at the departmental level)

- Billing Coordinator
- Technical Contact
- Departmental Liaisons (**NEW!**)


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## New Customer Model

As we discuss the new model

## Information Form



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### Departmental Contact Information

Org: Dept: \_\_\_\_\_

**Billing Coordinator\***

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Are you currently participating in a related customer service group?

**Technical Contact\***

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Are you currently participating in a related customer service group?

**Data Liaison\***

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Are you currently participating in a related customer service group?

**Voice Liaison\***

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Are you currently participating in a related customer service group?

**Video Liaison\***

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Are you currently participating in a related customer service group?

\*You cannot be required to work separate areas of the service organization.

Comments: \_\_\_\_\_

\_\_\_\_\_  
How many additional contacts

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## New Customer Model

### Billing Coordinator

- Responsible for MFK verification
- Receives monthly invoices & billing reports
- Reconciles charges

*Exists today in a slightly less formal capacity*

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### New Customer Model Technical Contact

- Data port settings
- Security
- NetFolks, OUA, dept IS contact

*Exists today in different pieces but not totally documented*

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### New Customer Model Departmental Liaison(s)

Most Significant Change

- Issues work orders
- Responsible for departmental services
- Authorized via blanket blue req
- 1 for data services
- 1 for telephone services
- 1 for video services

*(might be only 1 or 2 persons for all functions, and/or could be combined with other roles)*

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#### Departmental Contact Information

Org - Dept: \_\_\_\_\_

**Billing Coordinator\***

Name: \_\_\_\_\_

Responsible for: \_\_\_\_\_  
 Are you currently participating in a billing service customer advisory group?

**Technical Contact\***

Name: \_\_\_\_\_

Responsible for: \_\_\_\_\_  
 Are you currently participating in a technical service customer advisory group?

**Data Liaison\***

Name: \_\_\_\_\_

Responsible for: \_\_\_\_\_  
 Are you currently participating in a data service customer advisory group?

**Video Liaison\***

Name: \_\_\_\_\_

Responsible for: \_\_\_\_\_  
 Are you currently participating in a video service customer advisory group?

**Video Liaison\***

Name: \_\_\_\_\_

Responsible for: \_\_\_\_\_  
 Are you currently participating in a video service customer advisory group?

\* To be removed from report, the above information must be left blank.

Comments: \_\_\_\_\_

\_\_\_\_\_  
 Name and title of department contact

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### How does the new model improve the process?

- Authoritative information sources
- Future system access (customer portal)
- Email communications
- Better customer service

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### After This forum


- Formation of customer advisory groups
- Number of groups will depend on what you want
- Advisory groups will contribute to
  - Invoice design
  - On-line billing report requirements
  - External application design
  - Communication policies and methods
- Submission of blanket blue reqs (future)

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### Thank you for attending today!

Questions?



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