ISC NETWORKING AND TELECOMMUNICATION SERVICES

SUPPORT PROVIDER RESOURCES

DECEMBER 2011
About ISC Network Communications and Consulting Services (Organization)

- ISC Network Communications and Consulting Services
  - 10 full-time staff members
  - 4 contractors
- Responsibilities Include:
  - Networking and Telecommunications Service Order Management (Voice, Data, Wireless)
  - Voice Services (215) 746-6000
  - Call Center Services
  - Networking and Telecommunications Web Services
  - Operator Services (215) 898-5000
  - Customer Service Projects (Communications, Self-Service, Back Office Automation)
  - Special Projects
Ordering Services
http://www.upenn.edu/computing/isc/networking/

Select “Order N&T Services”
- Projects (Data, Voice, Video, Wireless)
- PennNet (Activate, Deactivate, Change Port)
- Voice
- Email
- More . . .

Contact Us:
- Chat, email, phone, call-back
ISC Networking and Telecommunications
Ordering Services

Order Forms Index

Getting Started: Click a link below to order the most requested data, voice and video services or to request a consultation. For assistance in determining the most appropriate form for your needs, please contact our Service Desk. For information about a service, such as a description or eligibility requirements or if a service is not listed here, use the menu bar to the left.

Requesting a Consultation: Some services, such as establishing new email accounts, switching to PennNet Phone Service, or installing video ports, require that you consult with N&T first. Once you have submitted a request for consultation form, a consultant will contact you by telephone or email to schedule an appointment or obtain additional information before setting up an appointment.

Questions?: Contact the Service Desk if you have questions regarding how to complete any of these forms.

You may sort the listing by clicking on any column heading.

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Ordering Services - Projects

Projects (Data, Voice, or Video) : Consultation Request

Use this form to request a consultation (either a walkthru or a meeting) to discuss the installation of any of our data, voice, or video services.

1. Please provide all requested information in the Requester Information and Department/Financial Detail sections.
2. The budget code you provide will not be charged for the consultation. It will only be used if you decide to continue with the installation process.
3. Press the “submit” button below when you are ready to submit your application.

- Requester Information
  - Requester Name:
  - Requester Email:
  - Requester Phone:
  - Requester Bldg and Room Location:

- Department/Financial Detail
  - Department Name:
  - Dept Phone:
  - Business Administrator:
  - TA's Email Address:
Ordering Services - PennNet
ISC Networking and Telecommunications Ordering Tips

- Include the Budget Code and Name of Business Administrator
- Provide Room Locations (building, floor, room)
- Include approximate dates
- Indicate if you are adding something new or upgrading an existing network service
What you should expect from ISC. . .

- All requests submitted using our web services will be responded to within 1 business day; with the name of the assigned ISC Project Manager.
- The Project Manager will work with your department to complete all service requirements (site visits, location, telephone numbers, sets).
- The project will be scheduled for implementation 2 weeks after the requirements have been completed (installation date, Purchase Order Number).
- After the installation is complete, the Project Manager will contact the customer to confirm that the installation was completed.
Service Suggestions

- Provide at least 2 weeks notice when requesting new services or moving a service
- Take advantage of ISC’s web services at http://www.upenn.edu/computing/isc/networking/
- Identify single points of contact for placing orders
- Need Help? Call (215) 746-6000
ISC Networking and Telecommunications Support Provider Resources

Network Maintenance and Support
http://www.upenn.edu/computing/isc/networking/

My Service Requests
  ❑ Your Open ISC Tickets

Network Maintenance Dashboard
  ❑ All Open Network Tickets

Network Maintenance Calendar
  ❑ All Scheduled Events
What is OMS?
A new web service that allows ISC clients to order voice and data services.

- Select the service that you need,
  - Enter the desired completion date,
  - List multiple contacts (site, financial, support)
  - Enter budget codes(s)
- Save a draft of your order(s)
- Monitor the progress of your orders
  - (Scheduled, Installed, Completed, Billed)
- Receive an automated email summary once the order is complete
  - including any one-time installation charges
- Maintain a history of all completed orders
Clients who would like to use OMS need to be authorized to use the service.

Training may be arranged through your ISC voice/data PM (Uresha, Cliff, Jerel, Beth, Tom)

The next OMS classroom training sessions will be:

- Tuesday, January 3 @ Noon

To reserve your seat for an OMS Lunchtime Learning sessions, visit [http://knowledgelink.upenn.edu](http://knowledgelink.upenn.edu) and search for PennNet.