University IT Services Food for Thought
How to place your telecomm order with no delays

February 14, 2012
Most of our services have a corresponding page

Make sure you have a well-formed order

Review our turnaround times and plan accordingly!

If you get stuck, call us!
Stanford Hospital and Clinics in Numbers….

- **9,000** Voice and unified communications
- **700** Call Center agents
- **750** Mobile devices
- **5,000** Pager IDs
- **792,000** Operator services calls annually
- **600** Televisions
# Service Delivery Guidelines

<table>
<thead>
<tr>
<th>Services</th>
<th>Service Type</th>
<th>Delivery Intervals</th>
</tr>
</thead>
<tbody>
<tr>
<td>New telephone service (1-9 requests) <em>Add, moves, disconnects</em></td>
<td>Health Care Comm</td>
<td>2 business days</td>
</tr>
<tr>
<td>Pager services</td>
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</tr>
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<td>Pager services (1-9 requests)</td>
<td>Pager</td>
<td>2 business days</td>
</tr>
<tr>
<td>Individual account changes, subscriber changes</td>
<td>Health Care Comm</td>
<td>2 business days</td>
</tr>
<tr>
<td>Purchase phone sets only</td>
<td>Time and Materials</td>
<td>2 business days</td>
</tr>
</tbody>
</table>
### Primary Service Levels continued

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Type</th>
<th>Delivery Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>New TSO installs</td>
<td>Wiring and Construction Projects</td>
<td>Up to 30 days</td>
</tr>
<tr>
<td>Moves/changes/disconnects (10 + requests)</td>
<td>Health Care Comm</td>
<td>2 weeks, specify due date on order</td>
</tr>
<tr>
<td>Cellular feature/plan changes</td>
<td>4-Help Option 4</td>
<td>Up to 15 days, carrier dependent (currently averaging same day)</td>
</tr>
</tbody>
</table>
How to get help?

4-HELP (650-724-4357)

Repair services: 4-HELP, option 3

Mobile technical questions: 4-HELP, option 4

Service hours: 7 a.m. to 7 p.m., Monday through Friday

Remedy ticket: https://helpshc.stanford.edu

Order IT help: https://itservices.stanford.edu/service/orderit

Ordering portal: https://orderit.stanford.edu

Monthly training classes: call 4-HELP, option 2 for next class offering
Service Pages

Bible Sheets:  https://cnscad.stanford.edu

If you need access, submit a Remedy ticket:  https://helpshc.stanford.edu

Phone/Voicemail Rates:  http://www.stanford.edu/services/itrates/telephone_activation.html

Voicemail:  http://itservices.stanford.edu/service/voicemessaging/nmed

Automated Call Distribution (ACD):  http://itservices.stanford.edu/service/eacd
Service Pages (continued)

Cell Phones & Mobile Devices: 
https://itservices.stanford.edu/service/mobiledevice/cellular

Pocket Phones (Spectralink): 
http://itservices.stanford.edu/service/mobiledevice/pocketphone

Paging Services: http://itservices.stanford.edu/service/paging

SmartPage: https://smartpage.stanford.edu/
How to Order

• **Select the appropriate cost center** from the MRC and OCC pull-down menus. If you don’t see your cost center in the list, submit a HelpSHC ticket to add it.

• **Enter the Subscriber ID** in the subscriber search window. (For example, SUH-xxxxxx, where ‘xxxxx’ is the 5-digit cost center for a department). Every service has a subscriber—an individual or department.

• **Select the correct Service Type** when ordering services in Order IT

• **Specify if you need a telephone device or not.** If you don’t need one, save a phone call and let us know in the comments field what device type you’ll be using.
How to Order, continued

• Enter the location to activate the service and deliver the device(s). The location is the quad, building, and jack number. (Jack numbers are on the wall or the Bible Sheet drawings.)

• Select the order action: new, change, move, or disconnect.

• Select the service levels: Service, features, phone devices. For mobile, you must select a voice plan, a text plan, and a data plan. If you travel internationally, you must select an international plan.

• Provide a due date for moves, changes, or deletes. New services are done in two business days, no need for due dates.
Important Info about Cell Phone Services

• **Use the “Additional Info” box** – we read every word!
  ✓ Include TOLs, ports, user info, device info, any other relevant notes for the order

• **Select the correct template** in OrderIT
  ✓ Device type (by carrier) – specify color, size, etc.
  ✓ Voice, text, and data plans (sometimes international)
Cell Phone Services – (continued)

- Specify accurate shipping information!
  
  ✓ Confirm shipment information (make sure it’s not an old address)

  ✓ Include your username and email in addition to the department contact name and email – we need both
Reporting – Popular Reports

• ITS_Bill_02.pdf or ITS_Bill_02.xls format: This report details all charges billed within a month to a specific account.

• ITS_Bill_04 Detail Usage report: shows all billable international calls placed with a PBN

• ITS_Srvc_01 Service Profiles by expense account

• ITS_Srvc_02 Service Profiles by building/floor

• ITS_Srvc_03 Cellular Service Profile

Please note: billing reports only show charges for purchase/lease of equipment and not monthly recurring charges
Need to escalate?

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Questions?