ITAdmin Rep
(Telecom & Networks)
Handbook

The Role of the IT Administrative Representative (ITAdmin Rep)
All departments are required to designate at least 2 individuals to the role of ITAdmin Rep. They are the liaison between your department and ITS. The duties involve coordinating all telecom and network requirements which includes all requests for services, providing staff name changes and maintaining accounts for equipment and long distance billing. All requests <u>must</u> be submitted by form by an ITAdminRep.

SUBMIT SERVICE REQUESTS BY FORM
http://www.queensu.ca/its/itadmin-rep/restricted-resources
All service orders must be submitted via form by an ITAdmin Rep with the exception of telephone repairs which can be called in directly by the user or an ITAdmin Rep.
The ITAdmin Rep can submit repairs by form as well,
https://www.queensu.ca/itrack/ITS/telecom/telrepair.html

Voice & Data Repair Line: 36666
FAX: 36714

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New May 2015!

ITServices - **Voice Services and Telephony Billing**

<u>Service Level Agreement – Operating Funds (10000 & 15000)</u>

Effective May 1, 2015, all standard voice services will be included in the ITS base budget allocation, resulting in the elimination of recovery-based billing for these services.

The amounts that will be attributed to the base budget allocation for 2015-2016 budget year are based on 20132014 actuals.

Non-standard voice services along with non-voice services will continue to be billed on a monthly basis. See *Definitions* <u>below to identify Billable/Non-Billable services.</u>

Monthly statements will continue to be sent to each department. This will include all billable and non-billable services to help support usage and tracking purposes.

Non-Operating funds (20000-95000) will continue to be billed and recovered monthly at the published rates on the ITS website. One-time service charges for the installation of new voice and data services for these funds will also remain the same as well as any changes/upgrades to existing services.

Definitions:
Standard Voice Services (Non-billable services):
Phone Sets
Line
Direct Dial-In Number
Standard Features (ex. ring again, call forward, conference, auto dial, voicemail, message key)

Non-Standard Voice Services (Billable Services):
Equipment Upgrades
Headsets
Inbound Toll Service
Teleconferencing Services
One Time Charges (voice)
Services to provide Campus Telephone Service to locations not on the campus cable plant

Non-Voice Services (Will Continue as Billable Services):
Backup Service
Data Storage
Donald Gordon Billing
Firewalls
Garage Parking Payment System
Internet One Time Charges
ITS Annual Maintenance Charges
Load Balancer Service
One Time Charges (non-voice)
Paging Service
Support
Ticketing Billing Systems
Videoconferencing

<u>*New Voice Service Requests:*</u>

Non-Operating Funds (20000-95000):
For any new requests, ITS will continue to bill the standard installation charge of $110 and the standard monthly rental fees will be applied.

Operating Funds (10000-15000)
New telephone service requests will be available to departments/faculties for any new positions added into their area. Additional telephone service requests for any other reason will be considered on a case-by-case basis.

ITS will charge a one-time fee to cover the equipment and installation of the telephone services. The ongoing cost of the monthly service will be covered by ITS.

Note:
"New requests" refers to installing a new telephone service; if changes are made to existing lines, only the upgrade charges will apply, if required. See below for pricing

"New positions" refers to newly created positions, not personnel replacements of existing positions

<u>*One-Time Fee - $260*</u>
Hands-free Phone Set with Call Display (v.3904)
Installation
Internal extension
Standard features including long distance-unless otherwise specified

Non-Standard Voice Service Pricing (Upgrades):
Equipment Upgrades – Hands-free Phone Set with Call Display (v.3904) = $150

DID Upgrade – Adding a new direct-in-dial number to an existing line = $100

Headsets – wired headsets = $200; wireless headsets = $350

Inbound Toll Service – based on usage at $0.15/minute

Installation of new cabling and/or jacks – based on cable length and type

1-800/855/866/877/888 NUMBERS

What you should know:

☐ you determine coverage (Canada, North America, International)

☐ the orders are placed through an outside carrier and as a result, installation may take up to 3 weeks

☐ unless you wish to request a particular number, you will be assigned a number by the carrier

☐ submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐ the Queen's number where the incoming toll line should terminate/ring (must be a direct-inward dial number, DID, for example: 533-XXXX)

☐ the specific number(s) you would like (subject to availability) (please note: if requesting a particular number, we suggest you submit several to avoid disappointment)

Costs Involved:

☐ for Canada, US or North American coverage, the only charge is any long distance incurred

☐ charges and services available vary for International access. You will be advised at the time of your request.

ACCOUNT CHANGES FOR NON-OPERATING FUNDS (20000-95000) ONLY

What you should know:

☐ you can assign an account chartfield for each of the following: long distance, DID (direct-inward dial) numbers, equipment and line, calling card, authorization code

☐ changes to accounts are generally completed within 3 working days

☐ submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐ the new account information for fund, dept, account, program and/or project

☐ the charges to which the account applies (see list above)

Costs Involved:

☐ no charge to change account information

AUTHORIZATION CODES FOR NON-OPERATING FUNDS (20000-95000) ONLY

What you should know:

☐ allows the user to charge a particular account for long distance calls from any Queen's line on campus

☐ allows the user to make long distance calls from a restricted line (fax or telephone)

☐ assignment is generally completed within 3 working days

☐ submit the Telephone Add Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐users name and phone numbe number

☐account to be charged

Costs Involved:

☐long distance charges only

BILLING

☐If there is a problem with your bill, mark a photocopy of the bill to indicate the calls in question and attach a note explaining the problem. Either fax to 32168 to the attention of Jim Petrunka or via campus mail to ITS-Telecom & Networks, Dupuis Hall G13.

☐Caution should be used when sending International faxes. Some have experienced problems with additional charges. Most often it's a technology problem between the two networks, or it could also be a temporary glitch in their line. There are endless possibilities for why the transmission failed. When this occurs, the charges still apply because the calls do connect successfully but the other end is unable to receive the transmission. To avoid this, be sure that you don't use the automatic Redial feature on International faxes. Also, when you are experiencing a problem transmitting, wait for at least 10 minutes before trying to resend the fax.

CALLING CARDS

What you should know:

☐allows the user to charge a University account for long distance calls while travelling

☐cards are sent to the ITAdmin Rep via campus mail unless the ITAdmin Rep arranges pick up

☐assignment is generally completed within 3 working days

☐submit the Telephone Add Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐user's name and phone number ☐account to be charged

Costs Involved:

☐long distance charges only

CONFERENCE CALLS - (POLYCOM UNIT PHONE BOOKINGS)

What you should know:

☐ if there will be 5 or more individuals participating in the call who will be in the same room together, we would recommend that you book a high quality, hands-free speaker phone through us. These phones are much better for a large number of participants than a normal hands-free phone.

☐ there are a limited number of rooms on campus that are wired for this service

☐ bookings are on a first-come, first-serve basis

What we need to know from you:

☐ Submit a request form, https://www.queensu.ca/itrack/ITS/startrek.php with the following information: date, time and location and account for long distance charges

Costs Involved:

☐ long distance charges, if applicable

CONSULTING/TRAINING

We are happy to meet with you to discuss your department's particular needs and how the telephone system can be used to maximum benefit. We are also pleased to set up individualized training sessions upon request.

DIRECTORY INFORMATION

What you should know:

☐ any change that would affect an individual's listing (name, location, title, department) can be done using the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources , as they occur, including changes to departmental names. Keeping this information up to date will assist the University Operator in handling calls correctly, will keep the listings in the On-Line directory correct, and will minimize the time spent correcting the data to produce the directory.

What we need to know from you:

☐ the new information. Please be sure to include staff number and titles where possible.

FEATURE ADD/REMOVE/CHANGE

What you should know:

☐ most commonly-used telephone features are found on our website at http://www.queensu.ca/its/telephone/tutorials/meridianfeatures.html

☐ contact us if you have any questions or wish to discuss any features that may assist your department

☐ feature changes are generally completed within 3 working days

☐submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐the telephone number (the number on the bottom key of the set/phone)

☐the feature you want installed/removed and/or the desired result. By letting us know the result you are trying to achieve, we can determine which feature(s) may assist you.

Costs Involved:

☐ there is no charge for feature changes, unless a set upgrade is required, and you would be advised of this at the time of the request

HEADSETS

What you should know:

☐a headset is a good solution for those who spend a great deal of time on the phone as it frees up the use of their hands and many find it more comfortable

☐our technician will install the headset within 5 working days

☐Submit the Telephone Add Form and select wired or wireless headset, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐the name and phone number of the individual receiving the headset

☐the account to be charged

Costs Involved:

☐Wired $200.00 (one-time purchase)

☐Wireless $350.00 (one-time purchase)

INSTALLATIONS (Voice)

What you should know:

☐there is a one-time installation charge

☐fax machines and modems require an analog line

☐most telephones are installed on digital lines ☐
generally completed within 5 working days

What we need to know from you:

☐location (building, room, jack number – we can send you your department's floor plans)

☐purpose (telephone/fax)

☐internal or external number

☐voice mail required

☐long distance allowed or denied

☐account code(s)

☐user's name and title (if applicable) and if they should be listed in directory

Costs Involved:

☐ $110.00 installation charge for voice for Non-Operating Funds (20000-95000 only)

☐ See page 3,4 for Service Level Agreement for Operating Funds (10000 & 15000 only)

☐ on-going monthly charges for voice for Non-Operating Funds (20000-95000 only) are:
   line charge - $21.09/month
   equipment - $4.55/month (based on standard set/phone)
   DID (direct-inward dial) number - $8.21/month (there is no additional charge for internal numbers)

INSTALLATIONS (Data)

What you should know:

☐there is a one-time installation charge

☐generally completed within 3 working days

What we need to know from you:

☐location (building, room, jack number – we can send you your department's floor plans)

☐administrative access required

☐account code(s)

Costs Involved:

☐ $110.00 installation charge

☐ Please note: there are no on-going monthly charges for data

LONG DISTANCE RESTRICTIONS

What you should know:

☐Long distance capabilities are programmed on the telephone set, not per line

☐You have the following choices for the level of long distance:

0 – Allows Kingston and Area

1 – Allows Kingston and Area and Directory Assistance

3 – Allows Kingston and Area, Directory Assistance and Canada Long Distance

4 – Allows Kingston and Area, Directory Assistance and North American Long Distance
during work day only (reverts to level "0" outside of working hours)

5 – Allows Kingston and Area, Directory Assistance and North American Long Distance during all
   hours

6 – Allows Kingston and Area, Directory Assistance and Worldwide Long Distance during work day
   only (reverts to level "0" outside of working hours)

7 – Allows Kingston and Area, Directory Assistance and Worldwide Long Distance during all hours

☐ generally completed within 3 working days

☐ submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐ the telephone number (the number on the bottom key of the set/phone)

☐ the level of long distance restriction you want applied to that telephone (0 and 7 are most common)

☐ account to be charged for long distance, if applicable

Costs Involved:

☐ long distance charges and 411 (Directory Assistance), if applicable

MOVES

What you should know:

☐ a technician is required on-site, you cannot move the telephone line yourself

☐ generally completed within 5 working days

☐ big move? Send a photocopy of the floor plans with numbers marked on locations

☐ submit the Telephone/Ethernet Move Form http://www.queensu.ca/its/itadmin-rep/restricted-resources

PLEASE NOTE: If you require an Ethernet (data) move, please provide us with the current and new room and the jack number.

We recommend the following guidelines when you are planning rearrangements of space within your department: If the individual(s) will be doing the same job but are changing the location of their office, they should keep the same number (have the phone moved). If they are moving to another job, leave the phone number for their replacement.

What we need to know from you:

☐ the telephone number (the number on the bottom key of the set/phone) and/or IP address for the computer

Costs Involved:

☐ no charge unless the new location requires wiring, in which case you will be advised in advance.

NUMBER PLAN

Internal Numbers: 7xxxx

Internal numbers can be reached from touch tone phones through the Automated Attendant at 533-6000 + 5 digit internal number

External (Direct-inward Dial, DID) Numbers:

533-2xxx

533-3xxx

533-6xxx

Costs Involved:

☐ Internal numbers are free, DID numbers have no installation charge but cost $8.21 per month for Non-Operating Funds (20000-95000 only)

QUEUEING

What you should know:

☐ specialized application to allow multiple calls to queue to a group of telephones

☐ useful in departments that experience a high volume of calls

☐ allows the capability of gathering statistics on call volumes

☐ distributes the calls amongst the phones in the queue

☐ allows the capability of providing a customized recorded announcement to your callers when they are on hold for an extended period of time

What we need to know from you:

☐ purpose of application

☐ telephone sets that are to be included in the queue

Costs Involved:

☐ no charge unless a set upgrade is required. You will be notified in advance

REPAIRS

What you should know:

☐ for voice, call the IT Support Centre at 36666 or submit the Telephone Repair Form, https://www.queensu.ca/itrack/ITS/telecom/telrepair.html

☐ for data (ethernet), call the IT Support Centre at 36666

☐ the user can call directly, there is no need to go through the ITAdmin Rep

☐ we try to start work on all voice repairs within 8 business hours (Monday – Friday, excluding holidays). Data repairs are completed within 4 business hours of the trouble report

☐ see Troubleshooting

What we need to know from you:

☐the telephone number (the number on the bottom key of the set/phone) for phone repairs, the IP address for data repairs

☐the location (building and room)

☐the exact problem (line dead, static on the line, stuck buttons, network down, etc.)

☐any particulars that might help us diagnose the problem (was any liquid spilled? headset attached to set, etc.)

Costs Involved:

☐ no charge

SET TYPES AND UPGRADES FOR NON-OPERATING FUNDS (20000-95000 only) +   See page 3,4 for Service Level Agreement for Operating Funds (10000 & 15000 only)

What you should know:

☐ unless otherwise requested, new installations are 8 button sets

☐ 8 button set: $4.55/month

☐16-button set with handsfree: $8.10

☐ Handsfree and display set: $18.32

☐submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐to upgrade an existing phone, we need the phone number of the phone you would like switched

TROUBLESHOOTING

No dial tone? Keys not functioning?
- try unplugging the flat cord from the back of set, leave for 10 seconds, plug it back in

Fax machine calling you?
- transfer or conference the call to your fax machine

Stuck buttons?
- run fingers over key pad lightly for a temporary fix and then call 36666

Fax machine broken?
- to forward your fax machine to another, press #1 and then enter the 5 digit fax number you want to forward to
  - to remove, press #1 again

VOICE MAIL

What you should know:

☐ calls can be programmed to forward automatically to mail after 3, 4 or 8 rings or to be forwarded manually only

☐ you can have 'shared' mailboxes. If you are responsible for managing more than one telephone number, they can be combined into one mailbox

☐ if you have more than one mailbox, you can have additional message waiting indicators (set dependent)

☐ if your phone is in a secure area, you can request 'autologon' so you don't have to enter your mailbox number and password every time

☐ there is also a feature called 'autoplay', so your messages will automatically play when you log on

☐ if you would like to make a change to your voice mail setup, submit the Telephone Change Form, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐ the telephone number(s) that you would like voice mail installed

☐ any special configurations

Costs Involved:

☐ no charge

VOICE MENUS

What you should know:

☐ a customized application that offers callers a list of choices to assist them to reach the correct destination within your department (for example: For transcripts, press 1. For convocation, press 2)

☐ can be combined with a queuing application

% submit the Telephone Change Form and enter the details in the comments section, http://www.queensu.ca/its/itadmin-rep/restricted-resources

What we need to know from you:

☐ the purpose of the application

☐ the choices that you wish to offer your callers

Costs Involved:

☐ no charge unless a set upgrade is required. You will be notified in advance if this is required.