

# Data Dial Tone

## Online or Email Order Entry

### Work Flow Process

#### SERVICE ORDERS NOT REQUIRING WIRING

1. Agency will submit request to OTM Local Area Network (LAN) Support group for an add, delete or change.
  - a. OTM form 25 will be submitted electronically, either via the online order system on OTM's web site (requires full version of Adobe Acrobat) or by direct email to [otm-lan@listserv.doa.la.gov](mailto:otm-lan@listserv.doa.la.gov).
  - b. If submitted by email, the form must come from a valid Telecommunications Coordinator's email account. Failure to do so will result in order rejection and notification of order rejection to the order initiator.
  - c. The order must include the agency Accounting Unit number to which the activity should be billed. Failure to include the Accounting Unit number will result in order processing delay.
  - d. The order should include email addresses and telephone numbers of at least two technically proficient IT contacts. Failure to include the requested information may result in order processing delays.
  - e. The order should include physical location information pertinent to the service requested (building, floor, cubicle number, jack number, e.g.). Failure to include the requested information may result in order processing delays.
2. OTM LAN Support will perform the service requested, create a service order ticket, update the ticket with information needed by OTM's Advanced Services Unit (ASU) and assign the service order ticket to OTM (ASU).
  - a. Service orders received in good order on or before 2:59PM CST/CDT will be completed by COB the business day following the day of order receipt, dependent upon order complexity and section 1 compliance.
  - b. Expedited service orders will be placed ahead of non-expedited service orders. If received in good order on or before 3:59PM CST/CDT, expedited service orders will be processed immediately following order receipt. If received in good order on or after 4:00PM CST/CDT, service orders will be processed at the commencement of the next business day. Expedite charges will apply.
  - c. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that the requested service has been performed.
  - d. ASU will be notified, via a system generated email, that the order is ready for further processing.
3. OTM ASU will verify the accounting unit is valid and order completion is authorized.
  - a. OTM ASU will finalize the service order.
    - I. The billing system will be updated.
    - II. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that billing will commence.
    - III. TCs and primary technical contacts will also be notified of relevant information from the original order, in addition to OTM billing and inventory information for agency records.
    - IV. Agencies will maintain independent service order records in support of trouble reporting and billing / inventory reconciliation.
  - b. OTM will begin to bill the agency monthly for changes made in the previous month.
  - c. If the accounting unit is found to be invalid or unauthorized for any reason, OTM ASU will work with the order originator to validate and authorize the order.

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Failure to include the requested information may result in order processing delays.

- e. The order should include physical location information pertinent to the service requested (building, floor, cubicle number, jack number, e.g.). Failure to include the requested information may result in order processing delays.
2. OTM LAN Support will create a service order ticket, update the ticket with information needed by OTM's Advanced Services Unit (ASU) and assign the service order ticket to OTM (ASU).
  - a. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that the order has been received and is in progress.
  - b. ASU will be notified, via a system generated email, that the order is ready for further processing.
3. OTM ASU will verify the accounting unit is valid and order completion is authorized.
  - a. If the order is found to be invalid or unauthorized for any reason, OTM ASU will work with the order originator to validate and authorize the order.
4. OTM ASU will open a wiring order with the OTM wiring contractor and update the service order ticket.
  - a. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that wiring has been ordered.
  - b. OTM LAN will be notified, via a system generated email, that wiring has been ordered.
5. OTM wiring contractor will complete the requested wiring and send test results to OTM ASU.
6. OTM ASU will update the service order ticket and assign it to the OTM LAN Support group.
  - a. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that wiring has been completed.
  - b. OTM LAN will be notified, via a system generated email, that wiring has been completed and to proceed with further order processing.
7. OTM LAN Support will perform the service requested, update the ticket with information needed by OTM's Advanced Services Unit (ASU) and assign the service order ticket to OTM (ASU).
  - a. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that the requested service has been performed.
  - b. ASU will be notified, via a system generated email, that the order is ready for further processing.
8. OTM ASU will finalize the service order.
  - a. The billing system will be updated.
  - b. TCs and primary technical contacts will be notified at the email address supplied on the original order, via a system generated email, that billing will commence and the service order process is complete.
  - c. TCs and primary technical contacts will also be notified of relevant information from the original order, in addition to OTM billing and inventory information, for agency records.
  - d. Agencies will maintain independent service order records in support of trouble reporting and billing / inventory reconciliation.
  - e. OTM will begin to bill the agency monthly for changes made in the previous month.