

## **Task: Process a Telecommunication Work Order Request**

### ***Objective***

At the end of this module, the participant will be able to correctly complete and submit a telecommunications work order request for various services.

### ***Background Information***

This section covers procedures for ordering telephone equipment and new services, requesting repairs, and making service changes.

### ***Downloadable Form***

*Navigation:*

From the HCC Information Technology Portal at  
<http://it/>

- [Telephone and Cable Work Order Request Form](#) (under IT Forms)

or

Enter the following URL into your browser:

<http://it/security/TeleWrkOrderForm.pdf>

### ***Process for Completing Task***

**Please Note:**

For complete details, refer to the [Customer Support Service Level Agreement](#) (SLA) found under IT Documents and Instructions on the IT portal at <http://it/>.

**Read the section called “SLA for Telecom Support” on pages 13-14.**

### **Ordering Telephones, Services and Equipment**

Use a HCC Telephone and Cable Work Order Request Form to order new service and equipment (telephone lines, telephone sets, voice mail service and other features), request repairs, make service changes, and order cable.

Fax the completed form to the Telecommunications Help Desk at x82044.

If you have an inquiry about the form, contact your Telecommunications Representative at x88780. Follow the prompts to reach the representative assigned to your Campus.

Most work orders generally require a 3 to 5 working day turn-around time to process and complete the request. For cabling, the time to process the request is longer, depending on the scope of work.

**Important:** If funding is required, your Telephone Work Order Request must include the approved Budget Authority's signature in order to be processed. A Purchase Order will be required once the quote is sent to you.

If no funding is required, you must have the signature approval of your Manager or the Campus Manager, depending on the rules of your Campus. Please make sure that their name is printed and that they sign the document.

### **Moving from your Present Location**

If you are planning to move from your present location (office, room, building or site), please fill out a Telephone Work Order Request form three weeks prior to your move date. Fax it to the Telecommunications Group at x82044. Although the form is on the IT portal, if you need a copy of the form, please call x88780 and a form will be faxed to you. You must include a contact phone number on the form, as a Telecom representative will call to review your order once it is received.

Telephone lines connect to a face plate on the wall that is numbered for the phone lines, and is called a **phone jack**. The orange coding is for the black Meridian phones. The new Voice over Internet Protocol (VoIP) phones will use a data jack (usually blue.) It is the phone jack that holds the phone cord that goes into the wall. It will have a number on it. We need that phone jack number on the telephone work order form. If the phone jack is inaccessible for some reason, please let us know by calling x88780. Please do **not** remove the telephone and plug it in elsewhere.

### **Old/Unused Equipment**

All old or unused telephone sets and equipment will be picked up by Telephone Support and will become an inventory item in the Telecommunications-Customer Support storage, which is maintained by Cheryl Hunter. Please indicate on the work order form if telephones need to be picked up. Again, please fill out a HCC Telephone and Cable Work Order Request Form and fax it to x82044.

### **Call your Telecommunications Representative at x88780 and follow prompts when you need to:**

- Obtain assistance with the Telephone and Cable Work Order Request Form
- Check on the status of your Telephone and Cable Work Order Request – please have your work order number available to obtain the fastest possible service
- Discuss questions or problems with voicemail services associated with your telephone instrument

### Instructions for completing the Telephone and Cable Work Order Request Form

- Date Date the request is being initiated
- Campus Location of work to be completed, or where equipment should be delivered
- Address Campus street address
- Contact Name Who to contact in your department with questions
- Extension No. Contact person's phone number
- Fax No. Contact person's fax number
- Alternate Contact Back-up person who knows details of the request
- Extension No. Alternate contact person's phone number
- Fax No. Alternate person's fax number
- Campus Mgr Print Name If no funding is required
- Campus Mgr Signature If no funding is required
- Budget Auth. Print Name When funding is required (see IT Portal ...  
... for list of approved budget authority persons)
- Budget Auth. Signature Budget Authority must sign the form when funding is required
- Current Room No. If moving service from one room to another, current room location and jack number
- New Rm. No. If moving service from one room to another, new room location and jack number
- Current Jack No. See explanation in "Moving from your ...
- New Jack No. ... Present Location" on p. 2 of this module
- Mail Code Your department's mail code
- Description of Work Describe what you want done
- Check boxes Indicate if the work order request is for telephone services or for cabling services

**Once the scope of work is determined, and a quote sent to you, a PO will be required to have the work done.**

### Key Resource Persons

#### DISTRICT TELECOMMUNICATION – CUSTOMER SUPPORT, IT

Dana Skobel	Telecommunications Team Lead	713-718-8709
Evelyn Josey	Director, Customer Support, IT	713-718-8775

Telecommunications Representatives      **Tel 713-718-8780**      Fax 713-718-2044

Location	Telecom Representative
District, Northeast	Cheryl Hunter
Northwest, Southeast	Samuel Bakare
Southwest	Brenda Jacobs
Central, Coleman, 811 Dallas, Willie Lee Gay	John Hawthorne

If your representative is out of the office, you may call the Help Desk at 713-718-8800 for assistance. A work order will still need to be faxed to 713-718-2044.