Carrier Order Process Guide

MAC & PROJECT TICKETS

JANUARY 2014

Procedure Attributes

PROCEDURE OWNER: *AZNet II* Support Service Manager
REVIEW CYCLE: 30 days, 60 days, 90 days and then 360 days
APPROVALS REQUIRED: *AZNet II* Program Manager and ADOA-ASET EIC

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Approvals

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PURPOSE

The purpose of this document is to illustrate the steps required to initiate a Project or **MAC (Move, Add, Change)** ticket requesting modifications to current carrier services and/or equipment. This includes but is not limited to: selecting a new carrier service provider, cancelling existing services and adding additional carrier services. At this point the State Agency initiating the carrier activity has either already obtained pricing from a previous Request for Information (RFI) ticket or is requesting to proceed without a price quote. (Subject to ADOA-ASET EIC approval - see *Carrier Order Process Guide – RFI*.)

In general, MAC and Project tickets are related to service/equipment/invoice moves, additions or changes, but exceptions may apply.

SCOPE

These procedures follow a basic process involving the inquiring State Agency, the AZNet Support Desk Level I (State support), *AZNet II* Service Desk, *AZNet II* Carrier Project Analysts, the *AZNet II* Project Manager and *AZNet II* NOC Technicians, *AZNet II* Voice/Data Engineers and the selected carrier services provider.

INITIATOR (AGENCY) RESPONSIBILITIES

State Agencies, Boards, and Commissions will be required to open a MAC ticket for carrier products or services, which may include (but are not limited to) making changes to agency's carrier billing, adding and/or disconnecting carrier circuits and increasing/decreasing bandwidth on existing circuits.

It is the ticket initiator's responsibility to provide *AZNet II* their final carrier selection based on the results of the preceding RFI ticket. (The RFI ticket process is illustrated in *Carrier Order Process Guide – RFI*.

Each agency, board and commission is responsible for selecting a carrier of their choice with the understanding that the carrier provider selected meets the State's Quality of Service (QOS) and Class of Service (COS) requirements where applicable. (Refer to the *AZNet II Contract Requirements*). In addition, all decisions shall be based on best economic value for their organization.

***AZNET II* RESPONSIBILITIES**

Upon requests for new carrier services *AZNet II* **MUST** send a request for quote to all carriers that have been awarded for the category of service that is requested in that county. *AZNet II* shall validate that the Carrier service quotes from qualified carriers that meet the State requirements for Quality of Service (QOS) and Class of Service (COS) where applicable. (Refer to *AZNet II Contract Requirements.*)

If an agency's request is for an increase or decrease in bandwidth *within the same Class of Service*, (i.e. MPLS to MPLS or MOE to MOE) the agency may elect one of the following options: stay with their current carrier *or* acquire quotes from **ALL** vendors on the *State Carrier Services Contract*.*

Refer to Carrier Matrix below under "Additional Considerations and Assumptions/Support Material" for more details on what is required to be quoted and what is not required to be quoted.

**If the agency's request for a specific carrier is due to immediate need to increase bandwidth--for business reasons—the request can generally be achieved in 30 business days or less. Obtaining quotes from other carriers could require municipality permits, construction and Right of Entry agreements that typically take 90 to 120 business days.*

PROCEDURE

The procedure for carrier related moves, additions and/or changes and projects are illustrated in the following table:

Step	Responsibility	Action
1	State Agency	Agency generates a request for *carrier add, disconnect or update* in one of the following ways: a. Contacts their Agency Level I (if applicable) to create the Remedy MAC Ticket with specific needs and assigns the ticket to the AZNET_SUPPORT_DESK. Attaches copy of selected carrier quote for product(s) and service(s) that was provided as part of the RFI process and any other internal documents (if applicable) to the Remedy MAC Ticket. b. Calls (602)364-4444, Option 1 and provides information to the AZNet Support Desk Level I to create a Remedy MAC Ticket. Sends email to the AZNETSUPPORTDESK@AZDOA.GOV with the attachment of selected carrier quote for product(s) and service(s) that was provided as part of the RFI process and any other internal documents (if applicable) to be attached to the Remedy MAC Ticket. c. Submits a request via email to the AZNETSUPPORTDESK@AZDOA.GOV to create a Remedy MAC Ticket. Attaches copy of selected carrier quote for product(s) and service(s) that was provided as part of the RFI process and any other internal documents (if applicable) to be attached to the Remedy MAC Ticket. ***IMPORTANT!*** Remedy MAC ticket should contain a summary of the following: ✓ Detailed summary description (carrier selected, product type selected, term of selection – e.g. 36 or 60 month) ✓ Reference Remedy RFI Ticket # ✓ Copy of quote from selected carrier ✓ PON (required) and Sub-PON information (if applicable) ✓ SPO104 (if applicable) d. On Projects **ONLY**, the Agency may request the AZNet II Project Manager create the circuit disconnect(s) ticket on their behalf by completing the Circuit Disconnect Form. (Find "Circuit Disconnect Form" in the Supporting Materials Section)
2	AZNet Support Desk Level I (State)	• Creates Remedy MAC ticket and tasks. Attaches documentation to the ticket, if provided by the agency's ticket initiator. • Assigns Remedy MAC Ticket to the *AZNet II* Service Desk.
3	*AZNet II* Service Desk	• Remedy MAC Ticket or task(s) are reviewed to identify proper ticket type (RFI, MAC versus Project). ***NOTE:*** *If State Agency does **NOT** want a quote, notify ADOA-ASET EIC, Carrier Oversight Manager. Position is currently held by Carrier Services Oversight Manager* • If a MAC ticket is initiated by an agency prior an RFI requesting price quotes, the next steps are: a. Create new RFI Ticket. Then refer to step four in *Carrier Order Process Guide - RFI.* b. Update work log of original Remedy MAC ticket with reference of new RFI ticket. c. Cancel original Remedy MAC ticket *or* assign MAC ticket in "On Hold" status. d. Email agency ticket initiator with update on the status of the original MAC ticket and subsequent creation of the RFI ticket to document and track the quote process. e. Assigns the RFI Ticket to the appropriate *AZNet II* Project (Carrier) Analyst to be worked.

		• Ensures ticket contains all relevant details necessary to assign the request. • Assigns to the appropriate *AZNet II* Project (Carrier) Analyst to be worked.
4	*AZNet II* Project (Carrier) Analyst	• Contacts agency ticket initiator to verify the summary information (also known as the detailed Scope of Work). • If required information is missing or unclear, it is gathered from the ticket initiator and the Remedy work log is updated accordingly.
5	*AZNet II* Project (Carrier) Analyst	• Creates an order in the Telesoft System (TelMaster) that includes all information from the Remedy ticket summary. (Refer to *Telesoft Work Order Process Document*).
6	*AZNet II* Project (Carrier) Analyst	• Sends email to selected carrier with the attached Telesoft Work Order (WW#). The Subject line should follow the format in the example below. * *Example:* AZNET II/RT 9500/WW-610/DE-900-001M0 ***IMPORTANT!*** *Include* TEM Technical Account Analyst*;* statearizona@telesoft.com*;* ASET_EIC_Carrier@azdoa.gov *as a carbon copy on the email.* • Updates Remedy MAC ticket work log with an entry documenting the order submission to the carrier and include the WW# placed. • Updates Remedy ticket status to "On-Hold" with a status reason of "Carrier Action Required." **EXCEPTION: If carrier order is related to the* Network Core Infrastructure*, the Subject line should follow the following format:* AZNET II/RT 9500/WW-610/CORE INFRA **EXCEPTION: If carrier order is related to Shared INFRA, the Subject line should follow the following format: AZNET II/RT 9500/WW-610/SHARED INFRA*
7	Carrier	• Sends e-mail confirmation of receipt to the *AZNet II* Project (Carrier) Analyst.
8	*AZNet II* Project (Carrier) Analyst	• Receives e-mail from carrier confirming order and includes information (e.g. order #, due date) and updates Remedy ticket work log and *Telesoft Work Order* with carrier information. ***NOTE:*** *New or updated T-1 services require introductory information.*
9	*AZNet II* Project (Carrier) Analyst	• Communicates carrier due date to the ticket initiator (or other designated agency POC). • If information is related to a project, the carrier due date(s) are communicated to the *AZNet II* Project Manager who will then communicate the information to the agency contact and the *AZNet II* engineers. • Monitors the ticket status and provides frequent updates to the agency contact, recording each communication in the work log.
10	Agency	• Takes necessary steps to ensure that site access or access to communications room is available for carrier to complete installation (as applicable).

11	Carrier	• Carrier confirms that the product has been installed. • If request was to disconnect service, then the carrier confirms that the product has been disconnected and billing stop date.
12	*AZNet II* Project (Carrier) Analyst	• Verifies with agency contact that service is working to their expectations. If customer indicates a problem with service, *AZNet II* Project (Carrier) Analyst should consult with *AZNet II* technical resources and contact carrier to get issue resolved. • Frequently updates customer of status and updates Remedy ticket work log.
13	*AZNet II* Project (Carrier) Analyst	• Completes the *Telesoft Work Order* and attaches the final copy to the Remedy ticket at the "Ticket Level."
14	*AZNet II* Project (Carrier) Analyst	• Populate task(s) with ALL applicable or required fields and moves task(s) to the status of "Resolved" with status reason "Pending QA."
15	*AZNet II* Project (Carrier) Analyst	• Upon completion of task(s), the *AZNet II* Project (Carrier) Analyst will move Remedy Ticket to status of "Resolved" with status reason of "Pending QA."

SUPPORTING MATERIALS

Carrier Contract Matrix 20150129.xls

Circuit Disconnect Form.pdf