

*Carrier Order Ticket Process***RFI - REQUEST FOR INFORMATION***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

**Revision History**

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V2.1	11/19/2012	Original Document	
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**Approvals**

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**PURPOSE** The purpose of this document is to illustrate the steps required to generate a new **RFI ticket (Request for Information)** from the AZNet II support desk. RFI tickets include, but are not limited to: budgetary or non-budgetary project quotes; quotes for carrier services (as explained in this document); invoice clarifications and requests for specific information.

**SCOPE** These procedures follow a basic process involving the inquiring State agency **POC (Point of Contact)**, the AZNet Support Desk Level I (State support), AZNet II Service Desk and AZNet II Carrier Project Analysts. The process then returns to the State and Agency carrier products and services for review and final approval.

**INITIATOR (AGENCY) RESPONSIBILITIES** State agencies, boards, and commissions will be required to open an RFI ticket for carrier products or services, which may include queries related to adding new circuits, increasing or decreasing bandwidth on existing circuits and making cost effective changes to current services and/or vendors.

It is the RFI ticket initiator’s responsibility to get the ball rolling on any changes/adds to carrier services resulting from the RFI process. If a decision is reached by the agency based on the information acquired during the RFI process, it is up to the agency to initiate a MAC (move/add/change) ticket to initiate service changes. (Refer to *Carrier Order Process Guide – MAC & Project Ticket Requests*.)

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** Based on the type of services requested by an agency, AZNet II bears the responsibility of reaching out to all carriers countywide who have been awarded in that particular “Category of Service” on the *State Carrier Services Contract*.\* AZNet II shall validate that the carrier service quotes from qualified carriers meet the State requirements for Quality of Service (QOS) and Class of Service (COS) where applicable.

Refer to Carrier Matrix below under “Additional Considerations and Assumptions/Support Material” for more details on quote requirements.

*\*If the agency 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 can choose to stay with their current carrier or choose to get quotes from ALL vendors on the State Carrier Services Contract. The agency request for specific carrier choice is due to immediate need to increase bandwidth for business reasons generally can 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 inquiries and subsequent changes to existing services is illustrated in the following table:

Step	Responsibility	Action
1	State Agency	<ul style="list-style-type: none"> <li>• Agency generates a request for <i>carrier information</i> and/or <i>pricing</i> in one of the following ways:                             <ol style="list-style-type: none"> <li>a. Contacts their agency’s IT support desk (if applicable) to create the Remedy RFI Ticket with specific needs. IT support then assigns the ticket to the AZNet Level I Support Desk. Attaches internal documents if provided.</li> <li>b. Calls (602)364-4444, Option 1 and provides information to the AZNet Support Desk Level I State to create a Remedy RFI Ticket. If State Agency has any supporting documentation they would like to provide to support the request, it is sent to the AZNet Support Desk Level I State via email to be attached to the Remedy RFI ticket.</li> <li>c. Submits a request via email to <a href="mailto:AZNETSUPPORTDESK@AZDOA.GOV">AZNETSUPPORTDESK@AZDOA.GOV</a> open a Remedy RFI Ticket. Submits internal documents (if applicable) to be attached to the Remedy RFI Ticket.</li> </ol> <p><b>IMPORTANT!</b> Remedy RFI Ticket “Summary” should contain the following:</p> <ul style="list-style-type: none"> <li>✓ Detail on circuit requirements</li> <li>✓ PON (required)</li> <li>✓ Sub-PON (If applicable)</li> </ul> </li> </ul>
2	AZNet Support Desk Level I (State)	<ul style="list-style-type: none"> <li>• Creates Remedy RFI Ticket and workflow task.</li> <li>• Assigns Remedy RFI Ticket to the <i>AZNet II</i> Service Desk.</li> </ul>
3	<i>AZNet II</i> Service Desk	<ul style="list-style-type: none"> <li>• Ensures ticket contains all relevant details necessary to assign the request.</li> <li>• Assigns the RFI Ticket to the appropriate <i>AZNet II</i> Project (Carrier) Analyst to be worked.</li> </ul>
4	<i>AZNet II</i> Project (Carrier) Analyst	<ul style="list-style-type: none"> <li>• Contacts Agency Requester to verify the summary in one of the following ways:                             <ol style="list-style-type: none"> <li>a. If information is missing or required, gathers additional information from the Agency as necessary and updates the Remedy Ticket work log.</li> <li>b. Sends a request to the <i>AZNet II</i> Engineering group for review, if applicable.</li> <li>c. If RFI ticket was created by <i>AZNet II</i> Project Manager to support an Agency “Project” ticket, <i>AZNet II</i> Project Manager shall work with <i>AZNet II</i> engineering and then provide direction to the <i>AZNet II</i> Project (Carrier) Analyst on requirements needed to send out to carriers for quotes. <i>AZNet II</i> Project Manager also needs to relate the RFI ticket to Project ticket under the Support tab of the ticket.</li> </ol> <p><b>NOTE:</b> ALL Carrier Products (e.g. Analog, High Speed Internet, T-1 or higher) terminating to AZNet II supported equipment <b>MUST</b> be reviewed by Voice/Data Engineer to determine equipment capacity and determine if it meets engineering requirements.</p> </li> </ul>
5	<i>AZNet II</i> Project (Carrier) Analyst	<ul style="list-style-type: none"> <li>• Researches and sends an email requesting quotes from all carriers in specified County by Category. Refer to “Support Material” imbedded at the bottom of this document to identify the carriers on the current State Carrier Contract (ADSP010).</li> <li>• If Agency request was for information only and does not require price quotes, <i>AZNet II</i> Project (Carrier) Analyst acquires such information requested from carrier and provides to requester.</li> <li>• Consistently updates work log with status.</li> </ul>
6	Carrier	<ul style="list-style-type: none"> <li>• Researches requirements for feasibility and provides information or price quote to <a href="mailto:ASET_EIC_Carrier@azdoa.gov">ASET_EIC_Carrier@azdoa.gov</a>.                             <ol style="list-style-type: none"> <li>a. If carrier needs extension of the RFI due date, carrier <b>MUST</b> submit request for extension</li> </ol> </li> </ul>

		<p>to <a href="mailto:ASET_EIC_Carrier@azdoa.gov">ASET_EIC_Carrier@azdoa.gov</a>. ASET EIC will accept or deny the request for extension. If an extension is granted, ASET EIC will promptly notify ALL carriers accordingly. If extension is not granted, ASET EIC will notify the carrier requestor.</p> <p>b. If Carrier(s) cannot provide requested service to the Agency location; the ASET EIC Carrier Oversight Manager will create new RFI Remedy Ticket and assign to AZNet II to research alternatives.</p>
7	ASET EIC Carrier Oversight Manager	<ul style="list-style-type: none"> <li>• Reviews all information provided from carrier for accuracy.</li> <li>• If incomplete, follows up with carrier for completeness.</li> <li>• Update ticket work log with status.</li> </ul>
8	ASET EIC Carrier Oversight Manager	<ul style="list-style-type: none"> <li>• Compiles quotes, translates and delivers information to the agency requester in an understandable format with instructions to follow after agency selection is made and updates ticket work log.</li> </ul> <p><b>NOTE:</b> The instructions can include but are not limited to SPO Off-Contract requirements (when applicable).</p> <ol style="list-style-type: none"> <li>Follows up with agency within 2 business days. Prefer informal verbal with follow-up of informal written dialog. Confirm that the quotes were received and reviewed and if ticket can be resolved.</li> <li>If approval is received to resolve ticket, ASET EIC Carrier Oversight Manager proceeds to step e. below.</li> <li>If approval is NOT received at this time, the ticket work log will be updated with explanation and ASET EIC Carrier Oversight Manager will follow-up at the time designated in the work log.</li> <li>If agency has questions with regards to quotes provided, ASET EIC Carrier Oversight Manager addresses questions with assistance of carrier.</li> <li>If agency requests of the ASET EIC Carrier Oversight Manager information about other product types and pricing, ASET EIC Carrier Oversight Manager will create new Remedy RFI ticket, relate tickets, and notify AZNet II to resolve original RFI ticket.</li> <li>Ensures ALL carrier quotes are attached to RFI Remedy Ticket, updates ticket work log and resolves ticket and notifies AZNet II to resolve RFI ticket.</li> </ol>
9	State Agency	<ul style="list-style-type: none"> <li>• Agency reviews and selects product type and carrier.</li> <li>• Agency forwards the email from the ASET EIC Carrier Oversight Manager to the <a href="mailto:AZNETSUPPORTDESK@AZDOA.GOV">AZNETSUPPORTDESK@AZDOA.GOV</a> and requests new MAC ticket to be created to support agency selection on carrier and product type. Agency carbon copies (<a href="mailto:ASET_EIC_Carrier@azdoa.gov">ASET_EIC_Carrier@azdoa.gov</a>).</li> </ul> <p><b>IMPORTANT!</b> Required information:</p> <ul style="list-style-type: none"> <li>✓ Detailed summary description (carrier selected, product type selected, term of selection – e.g. 36 or 60 month)</li> <li>✓ Reference Remedy RFI Ticket#</li> <li>✓ Copy of quote from selected carrier</li> <li>✓ PON (required) and Sub-PON information (if applicable)</li> <li>✓ SPO104 (if applicable)</li> </ul>

SUPPORTING MATERIALS



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