Carrier Order Process Guide

MAC 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

Revision History

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Approvals

Name	Role	Date
Connie Roberts	*Service Support Manager, AZNet II, CenturyLink*	*07/14/2015*
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PURPOSE

The purpose of this document is to illustrate the steps required to initiate a **MAC (move, add, change)** ticket requesting carrier services. ***This includes but is not limited to: selecting a new service, cancelling current services or updating existing services.***

At this point the State Agency initiating the carrier activity has already obtained pricing from a Request for Information (RFI) ticket. ***Refer to 10.5 AZNet II RFI Carrier Process Guide***

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* Project (Carrier) Analysts, the *AZNet II* Project Manager(s) 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 10 5 AZNet II – RFI *Carrier Process Order Guide*).

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 receipt of new MAC request for new carrier services, *AZNet II* **MUST** verify that the RFI process has been completed.

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 to stay with their current carrier *or* choose to get quotes from **ALL** carriers on the State Carrier and Broadband Services Contract.*

Refer to **Carrier Business Rules for Quotes** 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.

Refer to **Carrier Matrix Starting 7-1-15** below under "Additional Considerations and Assumptions/Support Material" for more details on the Carriers and Counties they were awarded

Refer to **Carrier Order Estimates rev2015-7** below under "Additional Considerations and Assumptions/Support Material" for more details on estimated business days

*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 Steps

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: 1) 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. 2) 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. 3) 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: • Associated AZ State Service ID and description that corresponds to the product you have selected off the Attachment II • The Carrier the agency has selected • Local on-site contact name and phone number for site access • Reference Remedy RFI Ticket # • Copy of quote from selected carrier **MUST** be attached to the MAC Ticket Support Tab • PON (required) and Sub-PON information (if applicable) • SPO104 (if applicable) – Only used when carrier is **no**t on the State Carrier Contract
2	AZNet Support Desk Level I (State)	• Creates Remedy MAC ticket and/or tasks. • Verifies that RFI selected quote is attached to the Remedy MAC Ticket at the Support Tab level. • 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 or Repair). • 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	When a MAC ticket comes over without an RFI referenced or a quote attached the next steps are: • Contact agency to determine if there was a supporting RFI ticket. o If yes, request that the agency send it over to be attached to the MAC Ticket. o If no, request that the agency follow the 10 5 AZNet II – RFI Carrier Process Guide, Step 1 found on **https://aset.az.gov/aznet-ii-arizona-network**. If request is part of a Project, then contact the AZNet II Project Manager to assist in ensuring that an RFI ticket is created to acquire pricing for carrier services. o Cancel original Remedy MAC ticket *or* place MAC ticket in "On Hold" status pending RFI quote process.

		• If required information is missing or unclear, it is gathered from the ticket initiator and the Remedy work log is updated accordingly. • If MAC request is to disconnect circuit(s), *AZNet II* representative completes "Circuit Disconnect Form" and sends to the agency to review for completion and accuracy **NOTE:** Circuit Disconnect Form can be found in the Supporting Materials Section of this procedure
5	*AZNet II* Project Manager	• 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 and acquiring agency signature
6	State Agency	• Reviews Circuit Disconnect Form for completion and accuracy of circuits to be disconnected • Signs Circuit Disconnect Form and emails back to *AZNet II* representative that provided the form to the agency. **Carbon copies ASET_EIC_Carrier@azdoa.gov**
7	*AZNet II* Project (Carrier) Analyst	• Attaches signed Circuit Disconnect Form to Remedy MAC Ticket • Creates an order in the Telesoft System (TelMaster) that includes all information from the Remedy ticket summary.
8	*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 Manager*;* 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 Shared INFRA, the Subject line should follow the following format example: AZNET II/RT 9500/WW-610/SHARED INFRA*
9	Carrier	• Responds with confirmation of receipt of work order to **ALL** parties from the original order that was placed by the *AZNet II* Project (Carrier) Analyst *(use original email dialog with standard subject line). See example below.* *Example:* **AZNET II/RT 9500/WW-610/DE-900-001M0** • In a timely manner, provides *AZNet II* with details of the order (e.g. order#, circuit information, and due date
10	*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.*

11	*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.
12	Agency	• Takes necessary steps to ensure that site access or access to communications room is available for carrier to complete installation (as applicable).
13	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. • Communicates disconnect date, order# and billing stop date to **ALL** parties from the original order that was placed by the *AZNet II* Project (Carrier) Analyst (use original email dialog with standard subject line). ***See example below.*** *Example:* AZNET II/RT 9500/WW-610/DE-900-001M0
14	*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.
15	*AZNet II* Project (Carrier) Analyst	• Completes the *Telesoft Work Order* and attaches the final copy to the Remedy ticket at the "Ticket Level."
16	*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."
17	*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

Circuit Disconnect Form 1 26 16.pdf

Carrier Business Rule Matrix Final 07

Carrier Order Estimates rev2015-7.