

Enterprise IT Shared Services Service Level Agreement



Telecommunications Service Details

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INTRODUCTION

The purpose of this document is to provide detailed Service Level Agreement (SLA) information about the Telecommunications service.

CIO/OFT provides comprehensive, quality and reliable telecommunications services which include voice mail, video conferencing and call center support.

This document is part of a set of SLA documents, and part of a group of documents and web pages that contain information about the Telecommunications' service. The Resources Section of this document provides links to these resources.

SERVICE DETAILS

DIAL TONE

This service is the defining aspect of telephony. The presence of dial tone on the desktop instrument is indicative of the working functionality of CIO/OFT's infrastructure, software, cabling, and power of the entire system that allows the user to connect both internally and externally throughout the world. Today, CIO/OFT is responsible for managing and maintaining this network. However, as agencies migrate to a CIO/OFT-provided Voice over IP (VoIP) solution, the responsibility for maintaining "dial tone" becomes a cooperative partnership between CIO/OFT and the customer agency. CIO/OFT will continue to maintain all core telephony components, the WAN (i.e. NYeNet) and connectivity to the PSTN. Customer agencies will generally be responsible for maintaining their own LAN infrastructure and all of their VoIP endpoints (i.e. telephones).

TELECOMMUNICATION TRAINING

CIO/OFT offers comprehensive instruction on all telephone equipment supported at CIO/OFT locations to allow users to optimize the functionality of individual equipment and to provide consistent training across Agencies. There are two types of training available to Agencies:

- 1) End-User training for a new user who is not familiar with the operation of a telephone or system feature and Agency employees needing guidance or assistance when a new system is installed.
- 2) Agency Telecommunications Representative training is for new liaisons to learn how to correctly complete order forms for each system and how to use the LDAP-enabled CIO/OFT Telephone Directory Updates, Billing, and Reports application. This training will familiarize liaisons with both the associated features and the reference materials available to assist them in performing their telecommunications representative role. User guides are available for all the different types of telephones used on our systems. These guides are now available on this web site and can be accessed via the [region](#) pages.

Additional Services:

- Training sessions for all employees onsite and by telephone
- Oversight of telecommunication system cutovers including scheduling meetings, preparation of user guides, training coordination with appropriate Agencies/OGS building managers, and day of installation support

- Development of new telecommunications training materials and visual aids
- Preparation and distribution of CIO/OFT Telecommunications Customer Notifications and Bulletins
- Telephone etiquette service training based on established practices of Agency
- Coordination and presentation of telecommunications semi-annual meetings

CALL CENTER SERVICES

Agencies that are provided dial tone by CIO/OFT are offered complete call center solutions for voice and telephony needs. The solutions are built on unique technologies that improve call center effectiveness by:

1. Helping to assure calls are routed to the right call center agent or automated resource
2. Enabling calls to be processed at a faster rate than would otherwise be possible
3. Providing historical data call center supervisors and managers need for planning and managing the call center

Call Centers are fully supported by CIO/OFT from initial design, installation, and provisioning up through and including ongoing service delivery

Features:

- Highly reliable advanced voice services
- Reliability objectives met by designing redundancy for critical components
- Managed service levels
- Standardizing on a set of superior technologies and promoting operational efficiencies
- Quality services at a reasonable cost
- Strategic advantages for call center service needs
- Fully supported services that allow Agencies to focus on core business functions
- State and vendor personnel provided for operation, maintenance, and support of call center systems
- Feature rich Automated Call Distribution (ACD) technology delivered through CIO/OFT owned PBX's or CIO/OFT managed Digital Centrex Services at Agency locations across New York State
- Customized solutions developed to meet unique Agency requirements
- Consultation by call center analysts regarding design and implementation of intelligent call management capabilities for Agency's business needs
- Call center provisioning services
- Management of call center related repair calls

VOICE MAIL

CIO/OFT offers Agencies voice mail services to enrich telephony capability. This service enables users to record, store, retrieve, and forward messages. Users' telephones will indicate when there is a message. Messages can be left under multiple conditions, such as three rings, no answer, call forward to voice mail for all calls, or when the user's phone is busy.

CABLE ACCESS TELEVISION SERVICE (EMPIRE STATE PLAZA ONLY)

Time Warner Cable, in cooperation with CIO/OFT, delivers cable television content to State Agencies at the Empire State Plaza and adjacent buildings. CIO/OFT acts as the ordering and billing entity for this service. CATV includes approximately 65 channels in addition to four channels dedicated to State government programming. Agencies may also subscribe to premium channels (or tiers of premium channels) through a subsequent direct service order and billing arrangement with Time Warner. Upon execution of our new contract, State Agencies can order the following services through CIO/OFT:

- Analog Tier
- Analog HDTV (High-Definition) Tier*
- Digital Tier*
- Digital HDTV Tier*
- Digital Tier with DVR (Digital Video Recorder)*
- Digital HDTV Tier with DVR*

* Service includes converter box, remote and, where applicable, Digital Video Recorder (DVR).

There are no installation fees from CIO/OFT or Time Warner. The only one-time charges Customer Agencies incur are those from either New York State Office of General Services Construction Services or the customer's landlord for installation. There is a monthly charge for basic service.

CATV service is currently available for offices in the following locations:

- Empire State Plaza Concourse
- Agency Buildings 1 to 4
- Swan Street Building
- Capitol Building
- Legislative Office Building
- Corning Tower Building
- Education Building
- Cultural Education Building
- Alfred E. Smith Office Building

VIDEO TELECONFERENCING

CIO/OFT provides Video Teleconferencing service to Agencies. This offering includes use of CIO/OFT Video Teleconference Rooms. Each site can accommodate up to eight people at the conference table for interactive video teleconferencing participation. There is additional seating capacity in each room to accommodate a total of 20 attendees.

Each room has a document camera, VHS video cassette recorder, speaker phone, and white board. This service can be used for business meetings, training sessions, presentations, performance evaluations, and interviews.

Video teleconference rooms are available at the following locations:

- Albany – Tower Building 27th floor
- Hauppauge - Suffolk State Office Building (Room 1A6)
- New York City - 250 Broadway (20th Floor)
- Watertown - Dulles State Office Building, 317 Washington Street (11th Floor, Room 2)

CONFERENCE CALLS

While Audio Conferencing is no longer offered by CIO/OFT, most users can still set up conference calls from their digital desk phone. Select the appropriate user guide for your particular telephone model from the link below for instructions on setting up conference calls.

<http://www.cio.ny.gov/support/userguides.htm>

ORDER PROCESS

DIAL TONE/VOICE MAIL

All requests for Telecommunications services are ordered through your authorized Agency Telecommunications Representative (Telecom Rep).

1. Customer Agency Telecom Rep can contact CIO/OFT at 1-518-402-5000 (long distance callers may use 888-784-4647) or your CIO/OFT Customer Relations Manager (CRM) at customer.relations@oft.state.ny.us or 1-866-789-4OFT (4638) for assistance in defining service requirements, such as timeframes, size of service and location of new service.
2. Customer Agency Telecom Rep completes a Telephone Service Order Form that corresponds to the location of the new service.
3. Customers submit an order to Telecommunications: NY/LI - email to oft.dl.telecom.downstate.orders@cio.ny.gov. All others email to oft.dl.telecom.sarc.@cio.ny.gov. CIO/OFT Telecommunications will contact Telecom Rep with order status, expected completion dates, and billing issues.
4. End-users should contact their Agency Telecommunications Representative to request training.

NOTE: Agency billing information, (number of lines, names associated with those lines, and all other dial tone and voicemail charges) is available on line to person(s) designated by their agency as having entitlement to view that information.

VIDEO TELECONFERENCING

All requests for Telecommunications services are ordered through your Authorized Agency Telecommunications Representative (Telecom Rep).

1. Customer Agency Authorized Telecommunications Representative will call Division of Telecom at 518-402-2224 with details to schedule a video conference.
2. The room reservation will be confirmed by e-mail from a Designated CIO/OFT Division of Telecommunications staff person within one business day.

Note: 24 hours notice of a cancellation is required to avoid billing of the reserved time.

CABLE ACCESS TELEVISION

Ordering CATV is a two-step process:

1. **Getting the Cable Installed**

Customer must complete a funded work order form **BCS FWO**.

Note: Installation of the coaxial cable between the requesting location and the nearest Time Warner backbone connection is arranged and paid for via the same “Funded Work Order” process that agencies use to renovate space, drill holes, etc. (Refer to the diagram for installation assistance

<http://www.oft.state.ny.us/services/Telecom/TWCATVstandarddiagrams.pdf>

In locations where OGS is not the landlord (e.g. State Education Department buildings), the appropriate building management services must provide the coaxial cable. CIO/OFT cannot install the coaxial cable or arrange for its installation.

2. **Initiating Service with Time Warner**

Once installation is complete, customer must complete a CATV request form.

[Cable TV Service \(Empire State Plaza only\) - Capital District](#)

Completed form must be faxed to (518) 486-4085 or e-mailed to CIO/OFT Division of Telecommunications at: oft.sm.telecom.orders@cio.ny.gov

The Division of Telecommunications then forwards the completed order form to Time Warner. Upon receipt of the completed order, Time Warner will initiate service.

ROLES AND RESPONSIBILITIES

CIO/OFT will provide a help desk for all telephone service outages and equipment problems. The Telecommunications help desk does not preclude direct contact between the Agency Telecom Rep and the Director of Telecommunications or his designee.

Unlike other CIO/OFT services, Telecommunications provides a specialized help desk for users to report all telephone service outages and equipment failures. Upon notification of a telephony problem, Telecommunications immediately creates a help desk ticket, performs any necessary software corrections and/or forwards the ticket to the appropriate support organization for onsite repair. CIO/OFT's goal for satisfactory resolution of telephony problems is 24 hours.

Agency telecommunications representatives or agency users should report telephony related problems, outages, and deficiencies by calling 518-486-4000 or 888-784-4647. Downstate users should call 800-688-8895.

Additional agency roles and responsibilities are detailed in the Order Process section.

Customer agencies may also contact their CIO/OFT Customer Relations Manager for specific responsibilities when purchasing Telecommunications services, or Telecommunications' technical assistance center on 518-486-4000, Option 3.

HOW RATES ARE CALCULATED

CIO/OFT Telecommunications billing is very similar to the bills you receive from commercial Telephony vendors. Prices have been established by aggregating all of the costs involved to provide the service, and incorporating them into the appropriate charge codes. Charge codes are audited annually to ensure prices are in line with the cost of doing business.

The bill is made up of:

- Monthly recurring charges (MRR) (include line charge, set maintenance charge, license fees, voice mail, etc.)
- One time charges known as other charges and credits (OC&C) (one-time equipment charges, wiring, installation, etc.)

RESOURCES

Service Level Agreement Home Page

<http://www.cio.ny.gov/SLA.htm>

Telecommunications Services Home Page

<http://www.cio.ny.gov/telecommunications>

Rates

<apps.cio.state.ny.us/telecom/rates.cfm>

Call Center

http://www.cio.state.ny.us/assets/documents/Telecom_OtherServices.pdf

Voice Mail

http://www.cio.state.ny.us/assets/documents/Telecom_Telephony%20Services%20and%20Training.pdf

Regions

http://www.cio.state.ny.us/assets/documents/Telecom_Regional%20Voice%20Services.pdf

Cable TV

http://www.cio.state.ny.us/assets/documents/Telecom_OtherServices.pdf

Contracts

<http://www.cio.ny.gov/Contracts/TelecomContracts.htm>

Conferencing

http://www.cio.state.ny.us/assets/documents/Telecom_Conferencing.pdf

Forms

<http://www.cio.state.ny.us/support/formsbycat.htm>

User Guides

<http://www.cio.ny.gov/support/userguides.htm>

CONTACT US

Customer Relations Managers listed by State Agency

<http://www.cio.ny.gov/support/ContStateCRMs.htm>

**Contact CIO/OFT Customer Relations Managers or the Customer Care Center at
1-866-789-4638 or 518-402-2537**

When You Call

Option 1: Technical Support

Additional Choices:

1. Customer Care Center
2. Data Center Operations
3. NYeNet Network Operations Center (NOC)
4. Voice Services

Option 2: State and Local Government Customer Service (for Customer Relations Managers)

Option 3: New York State Directory Assistance Operator

OR by E-Mail at: customer.relations@cio.ny.gov