

UNIVERSITY INFORMATION SYSTEMS  
MANAGER'S CONTACT LIST

**Director**

Nancy Kinchla	Director of Telecommunication Services	495-9914	<a href="mailto:nancy_kinchla@harvard.edu">nancy_kinchla@harvard.edu</a>
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**Managers**

Paul Conway	Engineering & Maintenance	495-3217	<a href="mailto:paul_conway@harvard.edu">paul_conway@harvard.edu</a>
Laurie Gamble	Billing & Systems Administration	495-4939	<a href="mailto:laurie_gamble@harvard.edu">laurie_gamble@harvard.edu</a>
Bud Minahan	Senior Project Manager	495-5385	<a href="mailto:bud_minahan@harvard.edu">bud_minahan@harvard.edu</a>
Pat Murphy	Operators	495-0581	<a href="mailto:pat_murphy@harvard.edu">pat_murphy@harvard.edu</a>
Stephen Rivers	Customer Service	496-7300	<a href="mailto:steve_rivers@harvard.edu">steve_rivers@harvard.edu</a>
Michael Rowe	Systems & Applications	495-5109	<a href="mailto:mike_rowe@harvard.edu">mike_rowe@harvard.edu</a>

# CUSTOMER SERVICE CONTACT LIST

Customer Service Main Line: 495-8590

Telecommunication Specialist's fax number: 496-7337 (496-ORDERS)

Analyst fax number: 495-0500

E-mail address: telecom\_orders@harvard.edu

Telzette e-mail address: talk\_to\_me@harvard.edu

Wireless e-mail address: uis\_wireless\_phones@harvard.edu

Web Site: www.uis.harvard.edu

## **Manager**

Stephen Rivers

496-7300

steve\_rivers@harvard.edu

The Manager of Customer Service and Planning is responsible for overseeing the provisioning process. Provisioning includes order writing, scheduling, trouble resolution and project management. Vendor relations, product evaluation and quality monitoring of Centrex, cellular and special circuits are included in this area.

## **Telecommunication Analyst**

Don Kerr

495-5670

donald\_kerr@harvard.edu

Elizabeth Markham

495-0472

elizabeth\_markham@harvard.edu

The Telecommunications Analysts provide in-depth consulting and analytical expertise to departments. The Telecommunications Analyst will:

- ✚ Project manage large moves and installations
- ✚ Recommend changes to existing telephone systems for more efficient utilization
- ✚ Recommend new systems or upgrading to a more efficient telephone system
- ✚ Recommend solutions for complex telephone situations  
(Telethons, enhanced voice mail, special circuits)
- ✚ Review departmental telephone billing and work through bill discrepancies
- ✚ Assist with ordering for Video Conferencing Services

Analysts will be involved in all major building renovations and new construction and will work closely with the Wire and Cable Group to:

- ✚ Identify jack locations and jack numbering schemes
- ✚ Work with Verizon for installation of building entrance cables
- ✚ Identify telephone closet locations and the appropriate space allocation for telephone equipment
- ✚ Analysts will be involved in any departmental moves and new installation involving more than ten telephones or where requested.

### **Technical Specialist:**

Sandra Wainwright                      495-0447                      sandra\_wainwright@harvard.edu

The Telecommunications Technical Specialist coordinates the daily activity of the telephone work orders. This includes:

- ✚ Tracking and coordinating the daily work schedule with vendors
- ✚ Coordinating jack installations
- ✚ Resolving installation problems with vendors
- ✚ Maintaining a statistical analysis of installation issues

### **Telecommunications Specialists**

Teri Chu	495-9231	teri_chu@harvard.edu
Mark Matteson	496-0006	mark_matteson@harvard.edu
Connie Nuzzo	495-9587	connie_nuzzo@harvard.edu
Lenora Paula	496-0120	lee_paula@harvard.edu
Christien Skinner	496-4905	christien_skinner@harvard.edu
Jennifer Theodos (Team Leader)	495-5167	jennifer_theodos@harvard.edu

The Telecommunications Specialists are responsible for issuing work orders (Centrex, VoIP\*, and Wireless) to all vendors that are required for telephone installation-including Verizon for dial tone, special circuits and facilities. Wiring Vendor for jack and wire installation and wireless vendors for your wireless needs. The Telecommunications Specialists are usually the first contact for University employees who need telephone work. They can assist you in:

- ✚ Determining what is being requested by the end user
- ✚ Analyze the request to determine if it can be completed or if an alternative should be recommended
- ✚ Accurately quote the monthly, rental and one-time installation charges
- ✚ Process the actual telephone requisition orders
- ✚ Answer questions and concerns with your phone system, equipment, pricing and voicemail

\*VoIP does not apply to the Medical Area

**Staff Assistants:**

Paula Burgess	496-4633	paula_burgess@harvard.edu
Dawn Passerini	496-8181	dawn_passerini@harvard.edu

The groups' Staff Assistants process the e-mail and fax order requests for the Telecom Specialists, process the internal paper and electronic items for the various telecom groups and send out correspondence and other required documents to Departmental Contacts. The Staff Assistants also follow up with customers to assure quality and timely completion of orders.

## BILLING AND SYSTEMS ADMINISTRATION CONTACT LIST

Billing Main Line: 495-5457

Billing Fax number: 496-7337

E-mail address: telecom\_billing@harvard.edu

University Mail Address: 1230 Soldiers Field Rd. Brighton, MA 02135

Telzette e-mail address: talk\_to\_me@harvard.edu

Wireless e-mail address: uis\_wireless\_phones@harvard.edu

Web Site: [www.uis.harvard.edu](http://www.uis.harvard.edu)

### **Manager:**

Laurie Gamble 495-4939 laurie\_gamble@harvard.edu

The Manager of Telecom Billing and Systems Administration is responsible for overseeing the billing and directory processes for University telecommunications. Specifically, this includes the processing of billing requests and inquiries, billing data integrity, billing system programming, and reporting. Rate setting, contract/vendor management, vendor payments, and business financial oversight are included in this group. Directory services and directory project management complete the groups' services.

### **Accounting Administrators:**

Diane Damp 495-0847 diane\_damp@harvard.edu  
Maria Pavidis 495-2517 maria\_pavidis@harvard.edu

### **The Accounting Administrators are responsible for:**

- ✚ Vendor reconciliation; vendor payments; adjustments/credits
- ✚ Report analysis for departments and business management
- ✚ Complex customer billing inquiries; Customer billing project coordination

### **Billing Administrators:**

Maria Cirino 496-7445 maria\_cirino@harvard.edu  
Maura Curran 495-1450 maura\_curran@harvard.edu  
Patty Marrama 496-1839 patty\_marrama@harvard.edu  
Steve Sweeney 496-8280 steve\_sweeney@harvard.edu  
Jennifer Theodos (Team Leader) 495-5167 jennifer\_theodos@harvard.edu

### **The Billing Administrators are responsible for:**

- ✦ Billing orders and requests
- ✦ Electronic billing questions (TORTE)
- ✦ Billing Code and Name Changes
- ✦ Calling cards and authorization codes
- ✦ Departmental billing questions and explanations
- ✦ Customer Education and information sharing

### **Systems and Projects:**

Phil Carson	496-4473	phillip_carson@harvard.edu
Mallory LaSonde (Team Leader)	496-3633	mallory_lasonde@harvard.edu
Barbara Loblundo (Directory)	495-3329	bloblundo@camail.harvard.edu
Kim Vitols	496-8305	kvitols@camail.harvard.edu

This group provides systems and project support in two major areas—billing and directory:

#### **Billing Systems Administration-**

- ✦ TORTE (electronic billing) integrity and support
- ✦ Telephone Audit Program
- ✦ Documentation (processes and systems)
- ✦ Data integrity, quality control, documentation
- ✦ Month-end GL closing; Vendor toll tape processing
- ✦ System upgrades, reporting, and process redesign

#### **Directory Project Team-**

- ✦ Printed directories production; on-line data integrity
- ✦ Directory customer service, data flow, policy and process redesign
- ✦ Application design specs and project management







**Staff Assistants**

Pam Williams	496-8122
Gwen White	495-3200

The Staff Assistants are responsible for the day to day operations of UIS telecommunications department. Duties include, but are not limited to, scheduling meetings, travel arrangements, expense reports, supply management and report generation.