

Why should I care about “Directory data?”

With access to Harvard’s campus systems becoming increasingly dependent on the University directory and security infrastructure, it is more important than ever to ensure timely and accurate information for each individual eligible to access these systems.

The reliance on electronic resources requires due diligence to ensure that only authorized users gain access to appropriate data and functions. PIN authentication is a critical component, and accurate contact information in the system is necessary so individuals can obtain a PIN or change it. Although awareness of the University PIN system has grown considerably, the majority of people aren’t aware of how to keep their work-related contact data current. So how are the data updated?

The collection and updating of **office contact data** is supported by UIS Telecommunications through the telephone directory update process using the Web Directory Update (WDU tool).

The WDU application is used to keep current the following:

1. Listed name
2. Official email address
3. Office telephone /fax numbers and locations
4. Office address

Data changes are made by the designated “Directory Contact” (aka WDU contact) at the Tub/Org level and are saved directly to the directory system (HUID). Official email changes and the first office phone number are then automatically updated nightly in PeopleSoft and the LDAP electronic directory, which is used by over thirty systems around campus.

The on-line listings, PIN authentication system, campus operator listings and annual printed phone books rely on data that are maintained through this process. The preferred method for requesting a PIN is by email; notice of the paycheck advice is sent by email, as are notices of missing time-collection data and on-line purchasing from preferred vendors. In short, getting the correct official email address in the system for individuals is vital.

As a departmental telephone contact, you are in a unique position to be one of the **first** individuals to be aware of a new employee, an office move, or a new department because of the need for telephones. Keeping your departmental directory contact “in the loop” is really important. We thought some FAQ’s might offer further insight.

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Directory Data (Continued from page 1)

Q: Where can I view my current directory listing?

A: There are four primary sources for Harvard's University-wide public directory data:

1. On-line directory lookup application: www.directory.harvard.edu
2. Printed phone books (Faculty/Staff & Student)
3. Harvard telephone operators (617-495-1000)
4. Public LDAP Directory Service for e-mail clients

(See <http://www.cmail.harvard.edu/info-docs/publdap.html> to configure your email)

Q: What determines who is listed in the directory?

A: All active employees and students are eligible to be listed, and a valid Harvard ID is required. The HUID is not published in the on-line directories, nor is it provided to the Harvard Telephone Operators. Some affiliates are also listed by special arrangement with UIS Telecom. Temporary staff and retirees are not typically listed.

Q: Is it possible to be "unlisted"?

A: The local School or department establishes the individual's **privacy** value, which in turn determines how "public" the default listing is for that individual (more about privacy below). Complete removal of your name and contact information may require approval from your School or department. Although listing policy is determined locally, individuals may always contact the UIS Helpdesk in case of an emergency need to remove a listing from view in the on-line directory or with the operators. (Non-student) employees may contact their local HR Officer, call the UIS Helpdesk at 617-496-2001, or email uis_helpdesk@harvard.edu. Students would contact their School's Registrar to change privacy values.

Q: What are the privacy levels?

A: See http://www.uis.harvard.edu/harvard_directory/ for a complete explanation

1. Restricted - Shared only as mandated by law or faculty policy.
2. School or Tub Level Only –
 - √ Not shared with Harvard Operators
 - √ Not published in University printed phonebook
 - √ Not listed in online directory
3. Public-Printed Phonebook & Harvard Operators –
 - √ Published in Harvard printed directories
 - √ Provided to the Harvard Telephone Operators.
4. Public-Inside Harvard –
 - √ Available in Harvard print and with Operators
 - √ Also available electronically to anyone using a computer on the Harvard University network or by PIN-authenticated access
5. Public –
 - √ Available in Harvard print, with operators, from Harvard network electronically
 - √ Also available in **public** electronic directories through the internet.

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Directory Data (Continued from page 2)

Q: What data are displayed in a directory listing?

A: An employee directory listing may include the following data:

- Name
- Job title(s)
- HR department name(s)
- Office telephone and location
- Office fax and location
- University mailing /Postal address
- Official e-mail address
- Unit

Q: Who should I contact to correct my listing information?

A: To make changes to the data in the faculty/staff telephone book, please see your **local directory contact** —

- Official **email**
Note: This is the only field in which changes to the database are effective immediately for PIN access. However, changes may not be visible for 24 hours due to batch processing.
- Preferred **listed** name
- Office **phone** number and physical location
- Office **fax** number and physical location

Q: My Directory contact updated the data, but some things didn't change?

A: Certain changes must be done through your local HR office. The employee notifies the local HR contact to submit the changes for entry into the PeopleSoft HR system. The changes will appear in the on-line directory within a couple of days due to batch processing. The specific fields updated only by HR include:

- Official **Name**
- Job **title**
- University **mailing/postal** address

Q: Who is my directory contact?

A: Directory contacts are locally based in your School or department. You can locate your local contact by calling the UIS Help Desk (617-496-2001) or emailing uis_helpdesk@harvard.edu. You may also contact the UIS Telecom Billing department at 617-495-5457.

Q: If I want to be listed but I am not in the directory, what should I do?

A: Your requested privacy settings may be blocking display, or data may be missing, so you should call your local directory contact. You may need to provide your Harvard ID number in addition to your contact information. If you are from the FAS, visit my.harvard.edu. You can also contact the UIS Helpdesk (617-496-2001) or uis_helpdesk@harvard.edu.

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Directory Data (Continued from page 3)

Q: Why can't I find someone in the on-line directory who works at Harvard?

A: Temporary employees are not listed in the Harvard University directories. Non-employees, such as consultants or contractors who are working on projects on behalf of the University are also rarely included in the directory. You may be able to locate someone by doing a search by name on the Harvard home page at search.harvard.edu.

Q: Is this focus on privacy of directory data a new trend?

A: Privacy has always been a concern for directory information. A balance has been struck between-making it easy for people to get contact information such as phone number or email, and protecting individuals from unwanted invasions of privacy. Federal law requires the University to provide ways for students to control access to their directory information. Over the last few years, new systems have made it possible to extend privacy controls to all persons with University ID numbers.

Q: Are individuals in complete control of access to their directory data?

A: No. School-level policies can override individual preferences; however exceptions can be made on a case-by-case basis. Faculty and staff should contact their HR departments to request an exception to the local listing policy.

If I still have more questions, with whom can I speak?

UIS Directory Data Services (**Privacy-related issues**)

√ directory_services@harvard.edu

√ 617-496-4539 (Jane Hill, Directory Services Product Manager)

UIS Telecom: (**Listing questions**)

√ telephone_directory@harvard.edu

√ 617-495-4939 (Laurie Gamble, UIS Telecom Billing Manager)

Summer 2005 Telephone Order Intervals

During the summer months, the telephone order activity level increases across the University. The UIS . Telecommunications group strives to complete your requests in the established intervals (see below). To maintain the high quality level expected, it is sometimes necessary to **extend** the established intervals to complete your move/add/change requests during this peak demand period. As is customary every summer, we utilize all resources to the fullest extent possible to meet Harvard's increased demand.

Additionally, due to a full workload schedule, it is more challenging to accommodate requests for expedited orders (less than normal intervals). We will diligently try to meet all customer requests within the established intervals. It is important for your planning to note that fulfilling expedited due date requests are highly unlikely throughout the summer months.

To help us meet your schedule requirements, please place your order with the Customer Service group at the earliest date possible (telecom_orders@harvard.edu). Any orders provided ahead of the normal interval would be beneficial to all. The more advance notice, the more likely we are able to meet your request.

Please call the Customer Service line at 5-8590 if you have questions about placing an order, and we encourage you to pass this information along to your end users for mutual resource planning purposes.

Standard intervals:

1 to 9 analog or ISDN (not FX) lines: 5 business days

10 to 25 analog or ISDN (not FX) lines: 15 business days

Placing Jack Orders-Tips

When placing an order with UIS Telecom to install single port data jacks please specify if the jack will be used as a wireless access point.

Specify what type of jack you want installed such as Voice/Data, Voice/Data/Data, or Voice/Voice/Data/Data. This is only a sample of the combinations available.

In the event you are not available when the technician arrives, stick a note on the wall indicating the precise location of the jack.

Telephone Trivia

The first telephone exchange opened on January 28, 1878, in New Haven, Connecticut.

- from [The History of the Telephone](#) by Herbert N. Casson.

<http://www.telephonetribute.com/telephonetrivia.html>

Telephone is derived from two Greek words, tele + phone, meaning far off voice or sound.(Tele, far off + phone, voice or sound).

<http://www.telephonetribute.com/telephonetrivia.html>

The i3 Contact Interaction Center

UIS Telecommunications recently began offering a Contact Resource Management (CRM) Platform known as i3 to the Harvard community.

The i3 System has been in production for just over two years, and has been deployed as the call center solution for [38] Main Numbers at Harvard. Included is a diverse cross-section of departments throughout the campus, from administrative and student areas to financial offices and I/T help desks.

This server-based system allows for the distribution, monitoring and reporting of:

1. Live Calls
2. Voicemail
3. Email
4. FAX
5. Web Interactions

Any valid User can access the system through the i3Client interface. The software client is installed directly on a PC, and will allow any user to log into a designated workgroup from any PC with the software. Shortly, we will be enhancing the system to allow access from any location where *Internet access* is available. With this change, the user will have the ability to log in to the system remotely from virtually anywhere, without the i3Client Software being present on the local PC.

The system's processing software is designed to integrate with 3rd party applications and databases, which can maximize the usefulness of the information available to the departmental agents. The i3 System is currently integrated with the University LDAP database, and several offices have also taken advantage of integrations with their local *Remedy* systems. With LDAP and Remedy working together, the i3 system is able to retrieve information about the caller and pre-populate the Remedy screen when the call rings on the agent's line.

For additional information or to schedule a live demonstration of the product, please contact your Telecommunications Analyst or the Customer Service office at 495-8590.

Dear Alex Q&A's

Q: Sometimes we find charges from Telecom on our Detailed Listings (General Ledger Reports) that we don't seem to be able to find in TORTE. Why can't I look in TORTE for these?

A: Most regular charges from UIS Telecom bill through our telemanagement system (MySoft) including monthly rental charges for lines, equipment, features, usage (telephone calls), and onetime charges generated by service orders. We also pass on various vendor charges including wireless equipment usage, some special circuit billing, time and materials charges. Everything that is billed through MySoft can be seen in TORTE.

There are some things that we do not bill through the MySoft system. In general this includes vendor billing that is to be passed along to departments which comes from the vendor in a paper format. Examples include toll-free usage, wire and cable projects, student lines billed to departments, and other miscellaneous calling services. The volume of this activity across the University can be significant, so manually entering the data into MySoft would be cumbersome and would not be timely. In these examples, we process the charges as journal entries. These charges become part of general ledger detailed listings, but because they are not processed through MySoft are not viewable in TORTE.

We regularly review vendor bill formats to ensure that we are getting the data in the optimum format available. With vendor billing enhancements, we convert manual billing to electronic billing to include it in MySoft. We are currently reviewing all telecommunications billing that happens outside of MySoft with the goal of consolidation into Mysoft and viewing through TORTE.

Q: I sometimes find it difficult to hear a voice mail message because the person is speaking softly. Is there anything I can do?

A: There are volume controls in voicemail. In this case, try pressing [9] during playback to increase the volume. Pressing [8] returns the volume to the normal level.

Q: While listening to a voice mail message, I've been interrupted on occasion, causing me to just hang up without pressing the (*) key. Is there a way that I can pause the message?

A: Yes, while listening to a message, pressing [2] will pause the replay of the message for 20 seconds. After 20 seconds, the system will prompt you to press [2] to continue listening to the message or press [2 2] to pause another 20 seconds.

Q: I took a few days off recently and when I returned, realized that callers were not aware I was away from the office. What can I do to notify callers in my absence?

A: Each voice messaging mailbox is equipped with the ability to record an Extended Absence Greeting so that any caller hears this greeting (callers cannot skip over the greeting by pressing the [#] sign, as they can with a standard greeting). A greeting such as; Hello, *this is John Doe, today is April 15th, I am scheduled out of the office and will not be checking voice mail. I will return on April 20th. If you need immediate assistance, please contact Jane Doe at 000-0000. Otherwise, please leave a message and I will return your call when I return;* lets the caller know when they can expect to hear back from you or points them to a person/department that can help them immediately.

To set up your extended absence greeting: dial into your voicemail box, enter your password, press [4] Personal Options, press [3] Greetings, press [2] Extended Absence Greeting. Record the greeting you want callers to hear. Upon your return, you will be prompted by the system when you dial into your mailbox to either keep or delete your extended absence greeting.