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Telzette Newsletter

June 2006 edition

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TELZETTE

Harvard University Telecommunications Department

Newsletter

Summer 2006 Telephone Order Intervals

During the summer months, the telephone order activity level temporarily increases across the University. The UIS – Telecommunications group strives to complete your requests in the established interval (see below). Unfortunately, during this busy period we are not always able to meet the established interval for telephone move, add and change requests. To maintain our high installation quality levels, it is sometimes necessary to extend the established interval to complete your request.

During this annual period of increased order activity, UIS Telecommunications utilizes all resources to the fullest extent possible. Additionally, due to the fully scheduled workload, it is harder to accommodate requests for expedited orders (orders requesting less than normal intervals). We will attempt to meet your requests, but it is important for your planning purposes to be aware of these constraints, especially with expedited order requests.

To better meet your summer needs, please place your order with the UIS Telecommunications Customer Service group at the earliest date possible. Any orders that you provide ahead of the normal interval are beneficial to all. The more advanced notice we have, the more likely we are able to meet your request. Please call the Customer Service line at 5.8590 if you have any questions about placing an order. We also suggest passing this information along to your end users so resources and projects can be planned accordingly.

STANDARD INTERVALS

1 – 9 analog or ISDN (not Foreign Exchange-FX lines)	5 business days
10-25 analog or ISDN (not Foreign Exchange-FX lines)	15 business days

If you have a wiring project you want billed this fiscal year please contact Wire & Cable
Phone: 5.4900 Email: wcable@harvard.edu

As we approach the start of the new fiscal year, this is an ideal time for you to:

- 1) Review your client assignments in TORTE and make the appropriate reassignments to reflect staff changes within your department.
- 2) Work with your billing contacts (unless that's you!) to send in any billing code or name changes required for FY07 (e.g. close a sponsored account, create a new activity or root, update a sub-activity for a new project year.)

Please send in your request to telecom_billing@harvard.edu (5.5457 to call) or request the change directly through TORTE. Refer to the following url for complete instructions:
http://www.uis.harvard.edu/departamental_telecom/Bill_Code_Name_Changes_April_06.pdf

Updated Directory Data- “Why is it so important”?

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. Most of Harvard’s campus-wide systems are accessed through PIN authentication. Accurate contact data in the HUID system is required to obtain or change a PIN. Not everyone is aware of the process to keep their work 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 (Optional field)
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 essential for so many work functions.

Where can I view my existing Directory listing?

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

1. Online 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.camail.harvard.edu/info-docs/publdap.html> to configure your email)

What determines who is listed in the directory?

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.

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Profile – UIS Telecommunications Customer Service & Planning

As part of our ongoing series of UIS Telecommunications areas, we are focusing on the Customer Service & Planning group in this issue.

The Customer Service & Planning group is made up of folks who hold several job functions. We have the analysts, Don Kerr and Elizabeth Markham, who are available for consulting and project assistance. We have our Technical Specialist, Sandy Wainwright, whose expertise is relied upon to assist in installation trouble resolution. We have Telecommunications Specialists, Teri Chu, Mark Matteson, Connie Nuzzo, Lee Paula, Christien Skinner and Jennifer Theodos (Team Leader), who are responsible for researching and writing the telephone orders and coordinating the various vendors required for each order. Our Staff Assistants, Paula Burgess and Dawn Passerini, are responsible for coordinating the many operational details needed to process orders.

The Customer Service & Planning group is responsible for consulting, coordinating and writing over 11,000 telephone related orders for students, faculty and staff each year. In addition to the Centrex orders, the group also provides University-wide cell phone, wiring and equipment ordering.



UIS – Telecommunications Customer Service & Planning
(back row - left to right) – Don Kerr, Mark Matteson, Christien Skinner, Paula Burgess, Lee Paula, Sandy Wainwright & Elizabeth Markham. (Front row) Teri Chu, Jennifer Theodos, Connie Nuzzo & Dawn Passerini.

Updated Directory Data- “Why is it so important”?

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Is it possible to be “unlisted”?

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, 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.

What are the privacy levels?

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

What data are displayed in a directory listing?

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

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Summer Tips

UIS – Telecommunications provides a few tips to help you enjoy the summer.

- Place requests for telecommunications as early as possible (department moves, cell phone rentals, analysts consultations etc.).
- If you or someone in your department is traveling this summer, call or email us to reserve an international or domestic use cell phone. Cell phone coverage varies by country and region so it's best to discuss your destination with your UIS – Telecommunications customer service contact early to avoid complications.
- Make sure you pack a travel charger or vehicle power adapter for your cell phone (and don't leave it in the hotel). Additional cell phone batteries can be ordered through the Customer Service & Planning group.
- Does your cell phone plan have an adequate number of minutes available for your summer activities? If not call us to see if your plan can be upgraded.
- UIS – Telecommunications also provides prepaid calling cards in 100-minute denominations for \$6.00. The calling cards are a great back-up to a cell phone or just to carry in your wallet for emergency situations.
- Don't forget to put an extended absence greeting on your voice mail and an email auto-reply.

Have a great summer!



UIS – Telecommunications Customer Service & Planning

http://www.uis.harvard.edu/departmental_telecom

Telecom_orders@harvard.edu

(617.49) 5.8590

Telephone Trivia

Because he lacked the funds to develop and exploit the commercial potential of his new invention, Alexander Graham Bell tried to sell all rights to the telephone patent to the Western Union Telegraph Company for \$100,000 in 1876. Western Union's president, William Orton turned him down saying, "This electrical toy has far too many shortcomings to ever be considered a practical means of communication."

Need to Find a Harvard Phone Number Quickly?

UIS-Telecommunications is pleased to announce an enhancement to our directory assistance service – voice recognition. Effective immediately, callers can reach our voice recognition system and request a faculty, staff or student number by **speaking** the desired name. To use the system, dial 4-LIST (**4.5478**), *say* faculty – staff – or student, then the person's name. Callers can also receive an e-mail address simply by *saying* e-mail! You may want to program the number (**617.384.5478**) as a cell phone speed dial - press a button and speak your request, allowing an abbreviated connection to the desired number.

Updated Directory Data- “Why is it so important”?

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<p>Who should I contact to correct my <u>listing</u> information?</p>	<p>To make changes to the data you see in the faculty/staff telephone book, please see your <u>local directory contact</u> —</p> <ul style="list-style-type: none"> • Official email <i>Note: This is the <u>only</u> field in which changes to the database are effective immediately for PIN access. However, changes may not be <u>visible</u> for 24 hours due to batch processing. User listings in the Email system directory will be based on the Harvard Official Email Address on record with HR.</i> • Preferred listed name (Optional field) • Office phone number and physical location • Office fax number and physical location
<p>My Directory contact updated the data, but some things didn't change?</p>	<p>Certain changes must be done through your <u>local HR office</u>. 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 <u>only</u> by HR include:</p> <ul style="list-style-type: none"> • Official Name • Job title • University mailing/postal address
<p>Who is my directory contact?</p>	<p>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.</p>
<p>If I want to be listed but I am not in the directory, what should I do?</p>	<p>Your requested privacy settings may be blocking the 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 work in the FAS, visit my.harvard.edu. You can also contact the UIS Helpdesk (617.496.2001) or uis_helpdesk@harvard.edu.</p>
<p>Why can't I find someone in the on-line directory who works at Harvard?</p>	<p>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 <i>search by name</i> on the Harvard home page at search.harvard.edu.</p>

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DEAR ALEX Q & A's

e-mail your questions to: talk_to_us@harvard.edu

Q: Why doesn't my message light go on when I have a voice mail message?

A: When you exit your mailbox, always be sure to press (*) to properly exit from your mailbox (you will hear "goodbye".) Otherwise, your mailbox can become locked. To reset the message light, leave yourself an urgent message, and then go into your mailbox and retrieve this message. This should reset the message light. If this still does not work, call 5.4900 (Repair) for assistance.

Q: Are there any other wireless phone vendors from whom employees can receive discounts other than Verizon Wireless (for personal plans)?

A: The University currently receives cell phone discounts from Verizon Wireless and Sprint/Nextel. To receive discount information contact UIS Telecommunications customer service.

Q: How do I add CFPF (Call Forward over Private Facilities) feature to my line in order to call forward my telephone line to an off-campus phone number?

A: CFPF is the feature that allows phone lines to be forwarded to a cell phone or other off-campus telephone number and can be added by contacting the UIS Telecommunications customer service group.

Q: I'm traveling abroad. How can I rent a cell phone that will work internationally, and is there a cost?

A: UIS Telecommunications has a number of cell phones available for short-term international and domestic rental. The cost is \$21.00 per week and \$0.40 per minute plus any roaming, long distance and other charges passed on by the wireless provider. It is advisable to call UIS Telecommunications to determine coverage in your destination country and to reserve a phone well in advance of your trip.

Q: What is the difference between ISDN and analog lines?

A: In a nutshell, the ISDN line and set is digital, offering more functionality and call paths for simultaneous calls. Analog service is basic dial tone. However, analog feature sets in use today are also feature rich. A detailed comparison can be found on the UIS website at this address: http://www.uis.harvard.edu/departamental_telecom/faculty_staff_phones/analog_vs_isdn.php

Q: Recently I have heard about "voice mail etiquette" and was wondering if you have any suggestions?

A: Thank you for this question! And the answer to your question is YES.

It is always good practice to record an extended absence greeting if you will be out of the office for a day or more. This lets a caller know when you will be listening to your voicemail messages and can also refer the caller to another contact for immediate assistance.

Secondly, staff can record a personal greeting each day to reflect their accessibility. An example: "You have reached Jane Doe's voice mailbox. Today is Friday, June 23th, and I'll be in meetings this morning. Please leave a message and I will return your call this afternoon".

Finally, please remember to clear your mailbox frequently. Full mailboxes prohibit messages from being left and can be very frustrating to callers.

See the full list of voice mail menu options on our website - http://www.uis.harvard.edu/departamental_telecom/voice_mail/power_user.php

Updated Directory Data- “Why is it so important”?

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

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 using that information. 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.

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

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
 - ✓ 617.495.3329 (Barbara Loblundo, UIS Directory Project)
 - ✓ 617.495.4939 (Laurie Gamble, UIS Telecom Billing Manager)

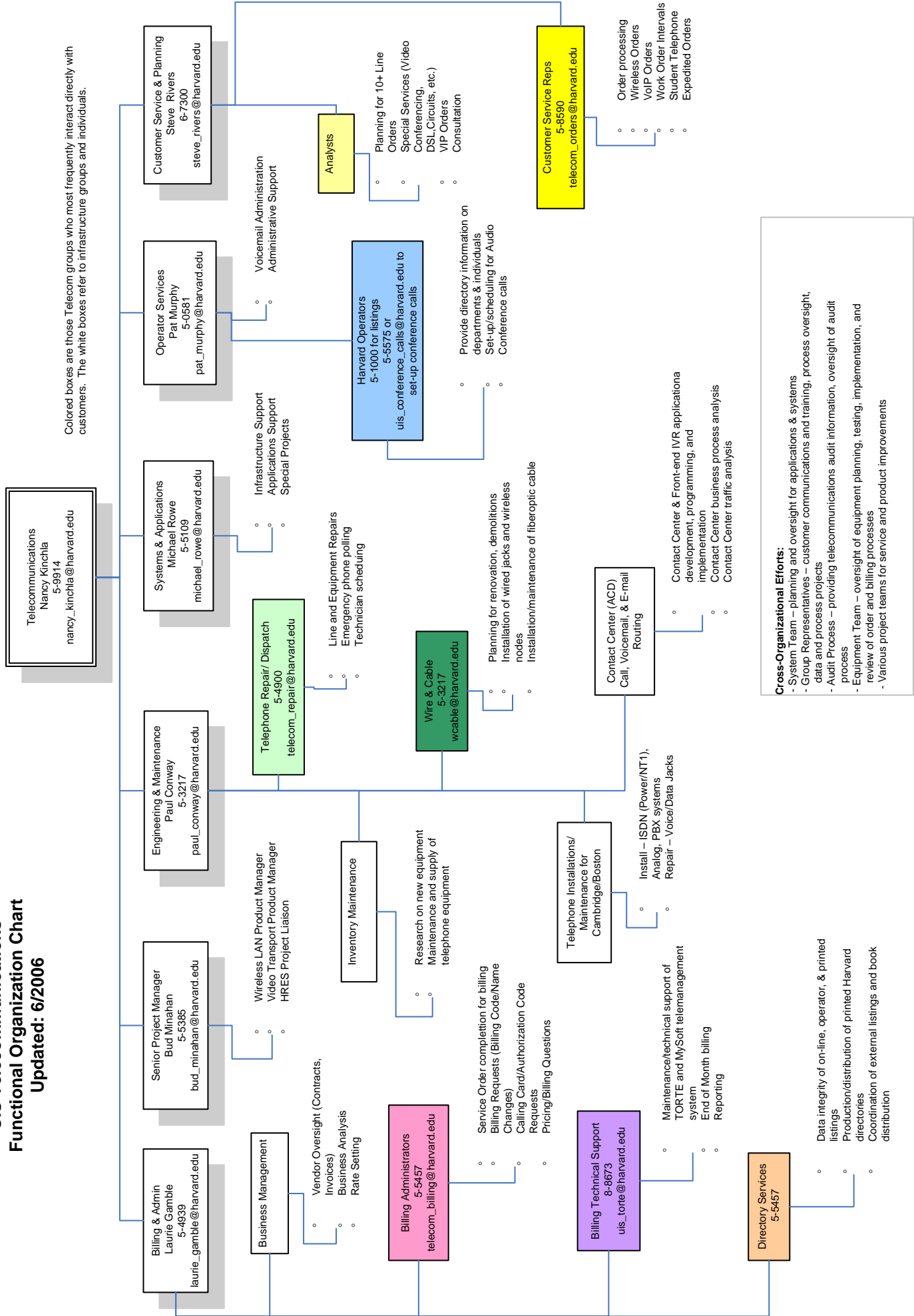


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Re-route to: Name: _____ Dept: _____ Bldg: _____ Floor: _____ Room: _____	mailing label

UIS Telecommunications Functional Organization Chart Updated: 6/2006

Colored boxes are those Telecom groups who most frequently interact directly with customers. The white boxes refer to infrastructure groups and individuals.



Cross-Organizational Efforts:

- System Team – planning and oversight for applications & systems
- Group Representatives – customer communications and training, process oversight, data and process projects
- Audit Process – providing telecommunications audit information, oversight of audit process
- Equipment Team – oversight of equipment planning, testing, implementation, and review of order and billing processes
- Various project teams for service and product improvements