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## **Telzette Newsletter**

May 2006 edition

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# TELZETTE

## Emergency Planning

**E**mergency preparedness-disaster recovery-business continuity-whatever it is labeled, updating your response plan is crucial. Preparing for disasters, weather related or other, is an activity everyone should plan for. Planning is essential for each school and department. One of the most critical components of any emergency plan is communications. How your information is disseminated to faculty, staff and students continues to be a topic of interest across the University.

UIS Telecommunications offers many products and services that will allow you to communicate effectively in many emergency situations. We offer customized consultations with your staff, which may include the telephone representatives, members of the Local Emergency Management Team (LEMT), and other groups within your organization charged with emergency preparedness. We can discuss your needs in detail and recommend solutions from simple, no-cost options to more elaborate solutions.

Many solutions are already in place and just need to be reviewed or dusted off and updated. Other solutions are available and can be implemented easily. A few solutions we offer are:

- **Information lines** - recorded messages staff members call into for updates and information
- **Bulletin Mailbox** – allows designated staff to send a voice mail message to all members of your school or department that have a voice mail box
- **Cell phones** – rentals available for quick turn-around in emergencies
- **Distribution lists** – allows users to send a single voice mail message to several pre-defined users without the need to enter each mailbox number
- **Enabled Voice Mail (EVM)** – a product that provides email notification of a voice mail message
- **Conferencing** – Audio and WEB conferencing – several tools available
- **Call Forwarding** – allows the capability to have your Harvard Centrex line forward off campus

Specifics on these and other solutions can be discussed in detail with your department by calling the UIS Telecommunications customer service group or your analyst and asking how you can prepare for communication during a crisis. The telecommunications staff will meet with you and your staff and discuss in specific detail how you can update your plan and include some new features. Call UIS Telecommunications customer service at 5-8590 or email us at [telecom\\_orders@harvard.edu](mailto:telecom_orders@harvard.edu) and schedule a discussion today.

## “Tips” for Submitting Bill Code and Name Changes

**T**hank you for your insights and suggestions in the recent survey of December 2005. As a result, we have made some changes to improve communications with regards to telecom billing requests for departments. First, with every request submitted, you will receive an email notification once it is completed in the billing system (please see below for the details on how you can verify this.) We also ask that you let us know of any concerns you may have as they occur so we can address them promptly. We hope that this worksheet of “tips” will further help to improve the process and address any concerns you may have.

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| <p><b><u>Why</u></b> is it important to update billing codes and names?</p>     | <p><b><u>Names:</u></b> Telephone numbers should match the correct names to enable easier checking and reconciliation of your billing data. Also, voicemail boxes and EVM are based upon names. EVM, or enabled voicemail, provides an email notification of your voicemail message. When replying to a voicemail message or opening an EVM email, if the name is wrong, you will hear/see the incorrect name which can be confusing.</p> <p><b><u>Codes:</u></b> Government grants and fiscal year budgets all track by billing codes. If the incorrect code is used, it can be very problematic with expense tracking, forecasting, and auditing.</p>   |
| <p><b><u>Who</u></b> can submit a request to change a billing code or name?</p> | <p><b><u>Authorized</u></b> contacts are required to submit changes. However, anyone can send an email to <a href="mailto:telecom_billing@harvard.edu">telecom_billing@harvard.edu</a> asking for the name of their BD or BL contact who can submit the request on their behalf, or to clarify a contact role.</p> <p><b><u>Primary contact roles:</u></b></p> <ol style="list-style-type: none"> <li>1. <b><u>Bill Distribution (BD) contacts:</u></b> responsible for <b>reviewing</b> electronic statements; can run reports and submit name changes <u>only</u></li> <li>2. <b><u>Billing (BL) contacts:</u></b> responsible for <b>validating</b> telecom billing codes; can run reports and submit name changes, billing code changes, <u>and</u> contact changes.</li> </ol> |
| <p><b><u>When</u></b> can I expect the changes to be made?</p>                  | <p>Billing code and name changes are generally completed within <b>2</b> business days.</p> <p><b><u>Exceptions:</u></b></p> <ol style="list-style-type: none"> <li>1. Further research or authorization is needed (e.g. the new billing code you have requested is not within your designated range of authority so the existing contact on file needs to be notified).</li> <li>2. The full GL code is new to the telecom billing system. If the request is submitted after the deadline to meet the monthly close (usually the 18<sup>th</sup> of the month), then the change will not appear until the following month’s close. You will be notified by email in either case.</li> </ol>  |

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# UIS Customer Survey Response Letter

**W**e would like to take this opportunity to thank all who took the time to participate in our UIS Telecommunications Customer Survey. We were pleased with the number of responses we received as well as the comments you shared with us. It is our hope that this survey will help us to determine how and in which areas we can improve service to you and all members of the Harvard community.

UIS Telecom's first efforts, as a result of the feedback we received, will be to place the UIS Customer Service manual on our web site <http://www.uis.harvard.edu/>. This will provide improved access to current telecommunications services and enable easier updating of the latest news, products, and pricing offered through UIS Telecom. Secondly, services you indicated were particularly beneficial to your departments such as wireless services, TORTE, and on-line directory lookup will continue to be enhanced to meet your needs. Lastly, we will be taking a closer look at the services you found least utilized by your departments to evaluate how these can be enhanced to be of greater value to you or if new services would be of greater benefit.

We strongly believe in informing our contacts about the services we offer so you can assist your departments in their telecommunication needs. We will continue our efforts to communicate and educate on the services and products offered.

A few statistics from the survey:

- 93 people participated in the survey (more than 11% of our customers)
- 47% were Department Administrators
- 60% have been in the telecom role for more than 3 years
- 71% responded that telecom work is less than 5% of their job
- 90% place 0 to 5 orders per month
- 67% would like to see the UIS Customer Service Manual on-line

We appreciate all of the comments you sent us on our Customer Service, Billing, Repair, Wire & Cable and Operator Services staff. If you have any questions, comments or concerns that you would like to have personally addressed (because the survey was anonymous), please send an e-mail to [uis\\_telecom@harvard.edu](mailto:uis_telecom@harvard.edu), and someone from our staff will contact you promptly.

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## Basic Voice Mail Training

**B**asic Voice Mail Training is offered each month to assist individuals in using voice mail. It is ideal for new staff and those who want to use voice mail to its full potential. Emphasis is placed on special features of the system. Training accommodates 6-8 participants per session to allow for individual questions and concerns. To sign-up for the next training session, scheduled for the first Thursday of each month, send an e-mail to [uis\\_telecom@harvard.edu](mailto:uis_telecom@harvard.edu).

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## Voice Mail Application Training

**V**oice Mail Application training defines what an application is, how it works and the various types of mailboxes available. Training accommodates 6-8 participants per session to allow for individual questions and concerns. It is ideal for individuals who are responsible for an application and for those who would like to see if an application would help their office/department function more efficiently. To sign up for the next training session, scheduled for the third Thursday of each month, send an e-mail to [uis\\_telecom@harvard.edu](mailto:uis_telecom@harvard.edu).

**“Tips” for Submitting Bill Code and Name Changes**  
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| <p><b><u>What</u></b> is the process?</p> | <p><u>What you can expect:</u></p> <ol style="list-style-type: none"><li>1. Submit a change request <u>once</u></li><li>2. Receive an email within 1 full business day that your request was <u>received</u></li><li>3. Receive an email <u>confirmation</u> once the request has been completed in the billing system (generally within 2 business days)</li><li>4. You should not have to make billing code changes via journals.</li><li>5. If you feel there is an error, please contact us immediately.</li><li>6. Be sure to bring any billing disputes to our attention within 60 days</li></ol> <p><u>How to submit requests:</u></p> <ol style="list-style-type: none"><li>1. The <u>preferred</u> method is to access TORTE at <a href="https://torte.uis.harvard.edu">https://torte.uis.harvard.edu</a>. You may also send an email to <a href="mailto:telecom_billing@harvard.edu">telecom_billing@harvard.edu</a>. Name changes can also be submitted as part of a telephone work order request through <a href="mailto:telecom_orders@harvard.edu">telecom_orders@harvard.edu</a>.</li><li>2. While in TORTE, go to <u>View Forms</u> and select one of the following forms:<ol style="list-style-type: none"><li>a. <i>Individual Billing Code Change Request</i> to change billing on any single billing number</li><li>b. <i>Billing Number Name Change Request</i> for name changes</li><li>c. <i>Global Billing Code Change Request</i> to change all billing from one G/L to another</li></ol></li><li>3. Fill out the form and press <i>Submit</i>. This will send your request to the Telecom Billing Group and will send a notification of receipt to your e-mail address.</li><li>4. You will also receive a confirmation when your request has been completed.</li></ol> <p><u>Note:</u> There are detailed instructions on the forms in the TORTE User Guide (located in the drop-down menu called <i>TORTE Information</i> at the top of the TORTE homepage.)</p> <p><u>The information required is as follows:</u></p> <ol style="list-style-type: none"><li>1. <i>Name change:</i> provide the current and new user name for the specific telephone line. Specific names are highly preferable to location names such as “left corner” since the equipment record shows the line/set location.</li><li>2. <i>Billing code change:</i> provide the current and new billing code and the billing numbers(s) on which you want the code(s) changed.</li></ol> |
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## Commencement Telephone Services

Commencement is one of the most important events at the University. It is a time when alumni and guests of Harvard return to take part in ceremonies, reunions, symposia, concerts, and special events. Many specific services are needed to plan and set up correctly for the smooth functioning of these activities.

Generally, one of the critical services is the provisioning of telephone lines – including regular telephones, wireless telephones and semi-public (coin) telephones. Because of the number of telephone services that the UIS Telecom group provides for Commencement week, it becomes essential that ordering telephone lines and equipment is planned well ahead of time.

We are requesting that the contact person for each group that needs telephones provide us with the specific information. This information includes the 33-digit billing codes, telephone numbers that have been used in the past, any new telephones that are required and the buildings, rooms and jacks where the phones will be located. The contact should also provide us with any special requirements such as wireless phones and public coin phones.

In order to arrange for the telephone service we will need the information as soon as possible. If you any questions or issues please call your telecom analyst - Don Kerr at 495-5670 or Elizabeth Markham at 495-0472.

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### Telephone Trivia

The word “telephone” is derived from the Greek words “tele” meaning “far off” and “phonos” meaning “sound.”

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### UIS Training Lab

The UIS Training Lab has the following training sessions available to all departmental contacts. We will be adding more as the year progresses, so stay tuned to our web site [www.uis.harvard.edu/departmental\\_telecom](http://www.uis.harvard.edu/departmental_telecom) for additional training lab sessions. If you are interested in attending any of the sessions listed below or have suggestions for future sessions, please e-mail [uis\\_telecom@harvard.edu](mailto:uis_telecom@harvard.edu). If you would like on site training provided for your department, please contact your telecommunications analyst or call 495-8590 to be directed to your telecommunications analyst.

June 1, 2006

Polycom Audio Conference Speaker  
Phones (ISDN, Analog, and Wireless), Headset,  
and basic voice mail functionality.

**“Tips” for Submitting Bill Code and Name Changes**  
**Continued from page 4**

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| <p><b><u>Where</u></b> are the changes made?</p> <p><b><u>How</u></b> can I verify this?</p> | <p>The name and billing code changes will be updated both in TORTE (electronic view of the data) and Mysoft (the billing system database).</p> <p><b><u>Name</u></b> changes are <b>visible</b> in TORTE as soon as the change is complete. Name changes will NOT be reflected in the <u>on-line directory</u> automatically, so it is important to pass along staffing changes to your directory contacts.</p> <p><b><u>Billing code</u></b> changes are visible and can be <b>verified</b> in TORTE in many reports as soon as the change has been completed and you have received the confirmation email (e.g. the <i>Single Billing Number Report</i> and the <i>Inventory Download</i>). The change(s) will become visible in the electronic statements once the next billing cycle is complete and the billing data is made available. In summary, the current month’s TORTE billing statement shows history; the following month will reflect the change.</p> |
| <p><b><u>How</u></b> can I get help if needed?</p>   | <p>If you have any <u>questions</u> related to telecom billing, contact a Billing Administrator: (49) 5-5457 or <a href="mailto:telecom_billing@harvard.edu">telecom_billing@harvard.edu</a></p> <p>If you have questions related to using the TORTE forms, contact (99)8-6783 or <a href="mailto:uis_torte@harvard.edu">uis_torte@harvard.edu</a></p> <p>Any <u>issues or concerns</u> can be directed to:</p> <ol style="list-style-type: none"> <li>1. Jennifer Theodos, Team Leader (49) 5-5167<br/><a href="mailto:jennifer_theodos@harvard.edu">jennifer_theodos@harvard.edu</a></li> <li>2. Laurie Gamble, Billing Manager (49) 5-4939<br/><a href="mailto:laurie_gamble@harvard.edu">laurie_gamble@harvard.edu</a></li> </ol>  |

# DEAR ALEX Q & A's

**Q: In the event of an emergency, is there a means to communicate information to all faculty or staff within my school or department?**

A. Telecommunications offers two mailbox types to assist various departments and schools in communicating emergency information efficiently to large groups;

**The Bulletin Mailbox features the following:**

- ❖ A bulletin broadcast is sent from a subscriber's mailbox through a bulletin mailbox to a specified subscriber group
- ❖ The group size is unlimited
- ❖ The process is easier and faster than sending a message to a large distribution list
- ❖ You can assign an access password to limit access to the bulletin mailbox, and control who is able to send bulletin broadcasts
- ❖ Bulletin broadcasts can be skipped, saved or deleted
- ❖ Bulletin Messages are heard second only to System Broadcast Messages
- ❖ All maintenance is performed by UIS
- ❖ The charge is \$50.00 per month for each Bulletin Mailbox
- ❖ **Caution:** A bulletin broadcast will not activate the 'message waiting indicator' since it is "placed" in a mailbox instead of sent through the system in normal fashion

**The System Distribution List Mailbox features the following:**

- ❖ Messages are heard in the order they arrive in the recipient's mailbox – there is no special placement of messages sent through the System Distribution List Mailbox
- ❖ The Message Waiting Indicators will be activated

- ❖ Up to 350 destinations can be programmed for each Distribution Mailbox; larger distribution requires additional System Distribution Mailboxes
- ❖ Messages can be skipped, saved, deleted or forwarded
- ❖ A designated person becomes the mailbox manager and must maintain the list for each mailbox
- ❖ The charge is \$33.00 per month for each System Distribution List Mailbox

Please contact Customer Service at 495-8590 for additional information or assistance in selecting which feature would work best for your School or Department.

**Q: Why am I told to use the star (\*) key when exiting my voice mailbox?**

A: Using the "\*" key is tantamount to using a key to a physical mailbox. When you exit your voice mailbox properly using the (\*) the system will alert you to any new messages received and will lock your voice mail box properly; properly exiting your mailbox also prevents the system from temporarily locking you out.

**Q: What is the voice mail access telephone number?**

A: The voice mail telephone number is 495-8168.

**Q: I have a couple of messages in my voice mailbox that I would like to keep. What is the best way of doing this?**

A: The easiest way is to use EVM (Enabled Voice Mail). This feature is offered to most voice mail subscribers at no charge. Each time a message is left in the individual's voice mailbox, a WAV (.wav) file is created and sent to the designated e-mail address. You can listen to the message through your e-mail or retrieve it through the voice mail system. The message that is sent to the e-mail address can be forwarded to a non-subscriber, i.e. your home computer.



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| Re-route to:<br>Name: _____<br>Dept: _____<br>Bldg: _____<br>Floor: _____<br>Rm: _____   | mailing label |