Cell Phone Request: Cellular Equipment Approval Process Flow

http://telecomadmin.gmu.edu/forms/upload/cellular-equipment-approval-form-2.pdf

New Process
This process assumes that the online request form includes the prices and costs of all devices and fees.

http://telecomadmin.gmu.edu/forms/upload/cellular-equipment-approval-form-2.pdf

(Each step is documented in the SDE file for the ticket)

1. The Requester gets authorization and funding approval of department head/chair or Executive Council Member
2. The Requester fills out a portion of the form with their own and with authorizer’s information online and submits it in SDE
3. Via SDE, the Requester receives an automated reply that the form is submitted to the Support Center
4. The Support Center reviews the request and creates an SDE ticket and tracking file
5. Via SDE, the Support Center emails the request for authorization to one or more of the following:
   a. Department Head/Chair for approval
   b. Executive Council Member
   c. Online Service Provider (OSP), if needed
   d. Telecom Coordinator for review and authorization
6. Via SDE, the Support Center sends Requestor an automated message that the request has been sent to the appropriate authorities for approval and the Telecom Coordinator for authorization and coordination
7. The appropriate approving authorities and Telecom Coordinator approve the request and return it to the Support Center
8. Via SDE, the Support Center sends the Requester an automated message that the request has been approved by the appropriate authorities for approval and the Telecom Coordinator for authorization and is being sent to Telecom Administration for provisioning (processing)
9. The request is sent to Telecom Administration for provisioning.
10. The Telecom Administrator opens a Pinnacle ticket, notes Approvals in that tab and notes the SDE ticket number
11. Telecom Administration orders equipment and assigns an Engineer to configure backend components if any
12. The Engineer provisions the service and informs the Telecom Administrator when they are done.
13. The Telecom Administrator informs the Support Center when the service is provisioned and the equipment is available for delivery.
14. Via SDE, the Support Center sends an email to the service Requestor indicating that the service is ready and available for delivery and provides instructions on how to access the service.
15. The Requester picks up the equipment after signing for it with the Cellular Equipment Custodian Agreement form.
16. After Requester accepts the service and the service is delivered, Telecom Administration informs the Support Center that the service is delivered.
17. The Support Center closes the SDE ticket.
Cell Phone Request: Cellular Equipment Approval Process Flow

Notes on the request form:


1. Under Business Need: more options may need to be provided beyond Safety and On Call. Many faculty have cell phones for more convenient remote communication and departmental contact that doesn't have to do with either safety or on call issues. While this can be provided in the Other box, providing a simply worded option that covers this usage would be helpful. Disregarded this comment.

2. Under Equipment:
   a. The reason for 3 different vendors is not clear. Nor is who is supposed to fill this part in. Marked as Desired Device/Preference. Because this is in a yellow box it may be that the Telecom Coordinator is supposed to fill this in, but nothing other than color tells me that. Added note that items in yellow are reserved for telecom coordinator.
   b. How does the requestor know the Make/Model/Price of each cellular device? How do they know the Item/Model and prices of accessory items or even all the accessory items available to them? If this is intended for the Telecom Coordinator to complete, then it should be located in their yellow box. Changed. Otherwise, information should be given to the requestor to help them make this choice. Ideally, the Telecom Coordinator's portion of the form should be separated from the requestor's part and labeled clearly to avoid confusion. Not changed.
   c. If Anticipated Frequency refers to anticipated frequency of usage, then it's already covered in the Communication Level below this on the form and is redundant. Changed. If it refers to cellular frequency it's very unlikely that most faculty or many staff members would be able to answer that question.
   d. Where the requestor is asked about interaction with the calendar system, the explanation box attached to the answer “No” doesn't make sense to me. Switched Yes/No order. Why do I have to explain why I don’t want to synch my cell phone to my calendar account? Additionally, most faculty don’t have or use Corporate Time accounts and many wouldn’t understand this question. I think there’s a request form for synching mobile devices to Corporate Time, so this is redundant. Not changed, for initial service consolidate requests on one form.
   e. Data only and Voice and Data should be worded a little more plainly. Changed. Does data mean texting only, or does it also include Internet access?
3. Under Additional Features: Why is International included here? Is that different from the International listed under the calling requirements above it on the form? Changed. International features appeared mixed with mobile device features. They are separated now.

4. Under Authorize Signatures:
   a. Verify what OSP stands for. It may be Online Service Provider as written in the ideal process, or it may be Office of Sponsored Programs. Telecom Coordinator will address if needed

5. Under Certification of Usage: what is the difference between User Name at the top and Authorized User at the bottom? Changed.

Cell Phone Request: Cellular Equipment Approval Process Flow

Notes on the ideal process
1. Changing the paper form to a web-based form will require re-thinking what’s on what part of the form. The requestor should only see things that he/she is expected to complete.
   a. If the ideal process has the form go to the Support Center (Changed – SDE will be used. Bypass Support Center and go to the Telecom Coordinator and authorizer for coordination and pricing if this will not be on the form.) before it goes to the department head, then the authorization signatures part of the form should not be included in what the requestor sees. Or, they should only see a text box where they fill in the name of their department chair, etc. The signature lines should be included only in the forms that the budget authority sees. Not changed – the form will be forwarded to the authorization email addresses on the form in addition to the telecom coordinator.
2. The stated ideal process had the form going to the department chair for budget approval before it goes to the Telecom Coordinator who fills in the fees and charges. So, the department chair is approving monthly charges without knowing what those costs are. I made the assumption that the online request form would include the costs associated with everything that has a price attached. This way everybody knows what the costs are before anybody signs off on them. That can be done via a linked table (TBD), or be displayed directly on the request form. Ideally it should be filled in by the system as each option is selected. This would:
   a. eliminate the need for the Telecom Coordinator to provide this information for each request
   b. ensure that charges provided were accurate and current
   c. provide both the requestor and the budget approval authority more immediate information about budgetary impact

Not changed yet. It can be changed if a pricing table is created.