
From: Business Services Advisory Grp <BSAG-L@LISTSERV.UGA.EDU> on behalf of Amanda B. Patterson <amandabp@UGA.EDU>
Sent: Tuesday, May 26, 2015 11:28 AM
To: BSAG-L@LISTSERV.UGA.EDU
Subject: Telephone Work Order - Life Cycle

Good morning BSAG,

Action item number 44 stated "streamline telephone work orders." During our May 15 BSAG meeting, the group discussed the two week time frame involved with telephone work orders. BSAG members stated that departments are unable to determine the status of the order and requested clarification on what happens after a work order is submitted online.

This morning, I had the opportunity to discuss the matter with Meg Spencer in EITS Telephone services. The following describes the life cycle of a telephone work order:

Step 1: Department submits work order online. Instructions regarding that process can be found at http://eits.uga.edu/network_and_phones/telephone_services/telephone_work_order_instructions/

Step 2: EITS Telephone Services (EITS TS) receives the work order and assigns it to one of three telephone services employees (based on current work flow and who processed the last order). Once the work order is received by the EITS TS employee to whom it is assigned, the employee then adds some information which will be needed by the technical staff when doing the job. **TIME FRAME - 2 hours to 1 day**

Step 3: EITS TS sends the work order to EITS Network Infrastructure (EITS NI). At this time, EITS TS sends an email to the individual who placed the work order, letting the department know it has been sent to EITS NI. EITS NI employs two technical staff who then will come out to complete the work order (e.g. changing cables/ports, delivering sets). **TIME FRAME - 5-10 business days** **Stated reason for time frame:** There are only two employees who work in this area and there are many orders to complete. They do all of the change orders and repairs on campus. If the work order is submitted during a slow period (i.e. summer time), the time frame could be less. Meg Spencer also shared that there was a large backlog last fall because they were down to only one tech. She said things should be back to normal now.

Step 4: Once EITS NI completes the work order, it is sent back to EITS TS. EITS TS then sends an email to the individual who submitted the work order to notify the department that the work has been completed and that they will be billed for the work. **TIME FRAME - 2 hours to 1 day**

I hope this explanation clarifies the EITS process for handling work orders. At each step, EITS TS notifies the individual who submitted the work order to notify the department where the work order is in the process. If a department has a question about where the work order is in this process, they may call or email the EITS TS employee who sent them the email in **Step 3**. If, at anytime, a department is unsure of whom to speak with regarding their telephone work order, you may call the EITS TS office at 2-6962 or email Meg Spencer at spencmeg@uga.edu

I believe this explanation completes the Other committee's work on this action item. If anyone feels there is more work to be done on this action item, please respond to me via email by 5pm on Friday May 29 to let me know your thoughts.

Thank you,

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