

SOM- Department of Obstetrics and Gynecology	TITLE: Telecommunications Audit, Cable Wiring, ITD and GTA Services	Policy: IS002
Department Guideline	Date: September 22, 2005	Rev. 0
Approvals:		
Chairman/Date	Dept. Manager/Date	

The URL for the MCG policy is: <http://www.mcg.edu/itss/is/network.htm>

Network and Telecommunications

Objective

The Network systems are team supported 24hr by 7day week. Support services provided by the team are Intranet / Internet connectivity, data jack activations, IP assignments, network design and network implementation. Our current network is fiber plant backbone, which consists of a Cisco based Gigabit environment. The current network has approximately 10,000 computers / printers and customers connected to the Internet through the University System of Georgia network, commonly called [Peachnet](http://www.usg.edu/peachnet/) (<http://www.usg.edu/peachnet/>).

The Medical College of Georgia Telecommunications Office coordinates telephone service for the campus. These services include telephone work order processing, repair reporting, dialing and feature instructions and cost estimates. Other services offered are E-bill, voice mail and pager support. This office is committed to providing these services in a timely and cost effective manner.

Office Staff:

Network Support

Chris Zeigler , Network Manager	721-6528	chrisz@mcg.edu
Brian Puetz , Network Analyst	721-6523	bpuetz@mcg.edu
Alan Smith , Network Analyst	721-6519	alsmith@mcg.edu
Jason Antonacci , Network Analyst	721-3077	jantonacci@mcg.edu
Eli Pol , Network Support Specialist I	721-3077	epol@mcg.edu

Telecommunications Support

Keith Peoples	721-3985	kpeeples@mcg.edu
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Cabling Support

Mike Poston	721-8851	mikep@mcg.edu
Paul Scott	721-3189	pscott@mcg.edu

The URL to the MCG Policy is: <http://www.hi.mcg.edu/IS/Telecom/gta.htm>

How your telephone needs can be met through MCGHI Communications and Georgia Technology Authority (GTA)

Georgia Technology Authority supplies telecommunications to MCG Medical Center that include requested telecom equipment, new fax/telephone line installation, moving telephone lines from one area to another, telephone repair and state pagers. GTA's staff works in contact with MCGHI to service employees with their telecom needs.

GTA requires a Telephone Work Order prepared with information that is required for a successful installation of your request.

PIN's (Personal Identification Numbers)

PIN's allow you to make long distance phone calls on restricted lines. PINs can be requested by submitting a Telephone Work Order.

PIN Instructions: Lift receiver and dial *70, wait for dial tone, Dial PIN Personal ID, wait for dial tone. Dial 9-1- (area code) and number.

GTA Installation Interval (effective 11/15/99)

Telephone Work Orders completed and submitted to GTA prior to NOON, the following is the expected "turn around" times:

Single Line Sets Adds/Moves/Disconnects

1 - 3 Lines	7 Days
4 - 9 Lines	8 Days
10 - 24 Lines	12 Days
25 + Lines	Negotiate
Features Only	7 Days

P - Phones

1 - 3	10 Days
4 - 9	11 Days
10 - 15	12 Days
16 - 24	15 Days
25 +	Negotiate

The URL for this MCG Policy is: <http://www.mcg.edu/Policy/2405.html>

*Medical College of Georgia Administrative Policies and Procedures
Office of Primary Responsibility: Division of Information Systems Management
No. 2.4.05*

Cabling / Wiring at MCG

1.0 Purpose

To prescribe the procedure for acquiring cable/wiring installation.

2.0 Policy

Communications cabling or wiring for any reason or purpose, must be approved and coordinated by the Telecommunications section of ISD. This is necessary to assure standardization, compliance with building and safety codes and economy of campus wiring of every kind.

3.0 Responsibility/Action

3.1 Budget Unit submits a request for cabling to ISD through the appropriate Customer or Telephone Services Representative (CSR/TSR). Telecommunications schedules a meeting with the requesting department to refine the requirements. Depending on the complexity of the request, Telecommunications will request a cost proposal from the Service Provider.

3.2 The CSR/TSR will meet with the requesting department to discuss options, review the cost proposal and finalize the request.

3.3 Once the department approves funding for the cabling request, requestor will issue a Departmental Request (DR) or Inter Departmental Request (IDR) or Telephone Work Order dependent upon the requirements of the Service Provider.

3.4 The servicing agency will notify the requesting department of the date the work is scheduled to be performed. Once completed, ISD's Telecommunications Coordinator, an authorized agent of the requesting department, and a representative of the servicing agency will conduct a walk through of the cabled area. If the work meets the standards set forth by ISD, the work will be accepted and authorization for payment will be made.

3.5 Purchasing/Business Services Division issues the necessary purchase documents in accordance with the approved approach as directed, if outside contract or contractor is involved.

Date: 25 February 1987 | Rev. No: 98-1 | Rev. Date: 1 March 1998 | No. 2.4.05

GTA E-bill

Viewing Departmental Phone Bills

The Electronic Bill (E-bill) service is provided by GTA for all state agencies. You can access your departmental telephone bill(s) by signing onto their web site at ebill.gagta.com. You will need your "ship to" number which is assigned by GTA when an account is created. On the web site it is called the User ID. The letters DB would be in front of the "ship to" and the letter A on the end of the "ship to". (Ex. DB114666A.) Also, a password is required. Please contact the telecomm office for you password. GTA requires you to change your password every 60 days or they will change it. You may use the same password for all of your accounts. The E-bill is normally created for the current month on the 10th. You may also access the previous months in the current FY and previous months in the past FY

How Do I Print Phone Bill Reports?

Sign on to the web site using Internet Explorer <http://ebill.gagta.com>. You would open the 300 report for invoices and the 400 report for long distance detail. I recommend printing the activity for each month when it is available. For the 300 report click on the printer ICON, then all pages, then font. Change font to 7, then click ok. For the 400 report click on the printer ICON, then all pages, then setup, then landscape, then click ok.

How is the GTA E-bill Posted to the PeopleSoft Account?

MCG downloads the E-bill file from GTA for the current month in order to post the charges to the PeopleSoft accounts. In the PeopleSoft program a table is maintained to point the "ship to" (DB) number to a PeopleSoft account. As you can see the "ship to" (DB) number on a telephone work order request becomes very important in order to post the charges to the correct account. Please add your DB number to all work orders.

GTA Workorder Request Form: (<http://www.mcg.edu/itss/forms/wkorder.pdf>)

- a. Each month the monthly reports via the GTA system are printed by the System Support Specialist.
- b. These reports are viewed for any abnormal use and excessive charges by the System Support Specialist.
- c. Several audits are performed yearly: One in the first half of the year and a second audit in the second half of the year.
- d. We address all changes by submitting GTA Workorder Requests to Telecommunications.
- e. The GTA Workorder must be approved by the GTA Coordinator who is Pat Goodwin and approved by Fathy ELaissi the Department Manager.

Yellow Page Changes

- a. Yellow Page Ad Coordination is prepared by Ruby Patterson of Physician Practice Group to identify faculty yellow page listings.
- b. As this information request is received by the Department Manager he will assign this task to the System Support Analyst to review the current yellow page listings and confirm all information for accuracy and locations.
- c. If data is inaccurate, and changes need to be made or deleted, the requests are submitted to PPG in order to expedite the changes.