Information Technology

Telecommunications Entering a New Work Order

http://www.lakegovernment.com/telecom_work_order/

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Section 1

End User Site

Overview

The End User Site is the web application that people throughout the county will use to submit and track telecommunication related work orders. This web application will replace what is commonly referred to as the "blue form."

If you have any questions not answered in this document please contact Information Technology Telecommunications division at (352) 343-9897 or e-mail telecommunications@lakecountyfl.gov.

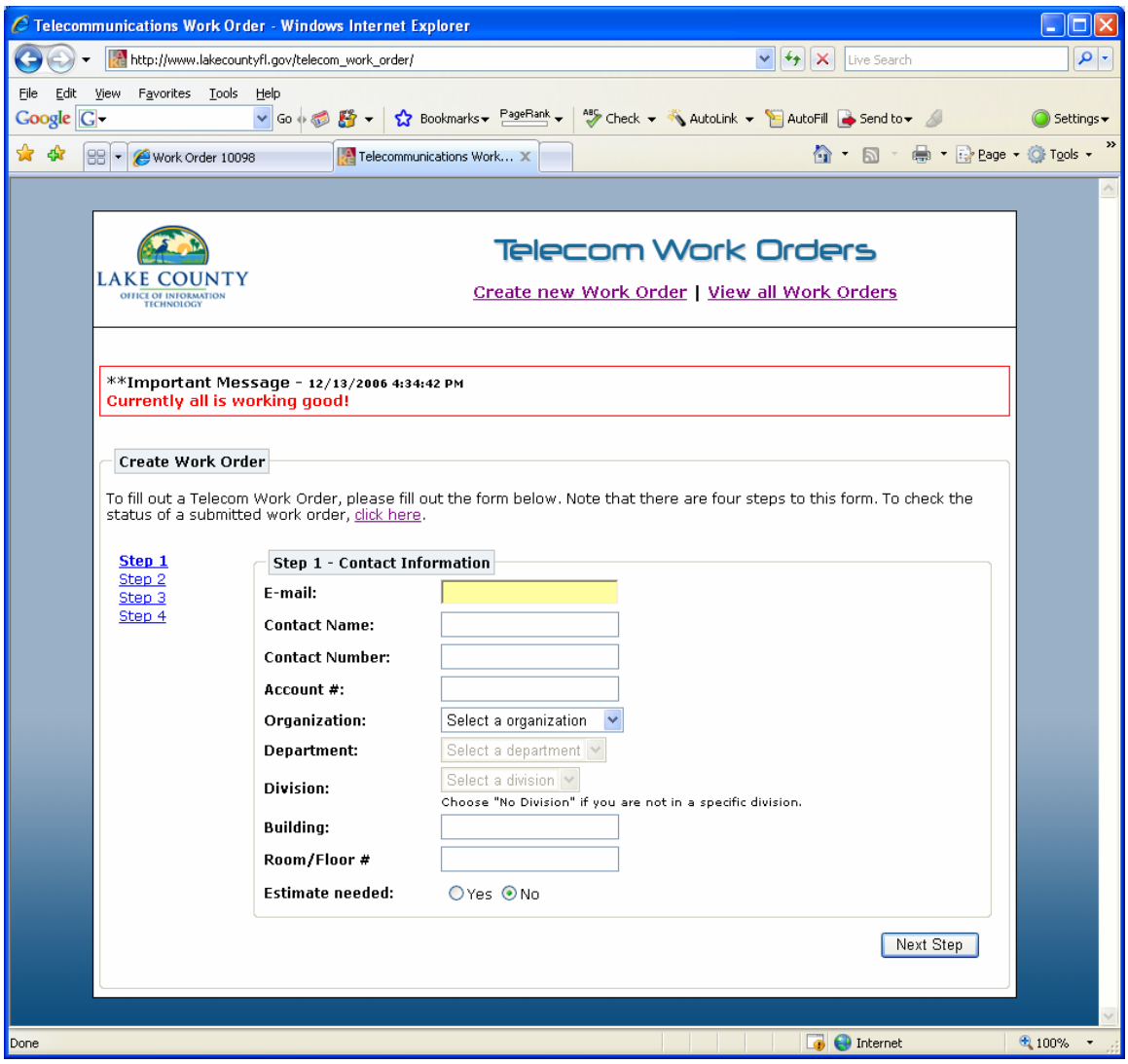
Functions

The End User Site has two functions, one is to allow users to enter a new work order request and the other is to allow them to view all of the work orders they have submitted in order to see the status of them.

Section 2
Creating a New Work Order

Overview

Submitting a new work order consists of four steps. The first step gathers contact information, such as name, organization, department, etc. The second step allows the user to enter any new phone requests they may have. The third step allows the end user to describe the problem they are having or to enter in what work needs to be performed. The final step involves agreeing to the terms prior to submitting the work order.

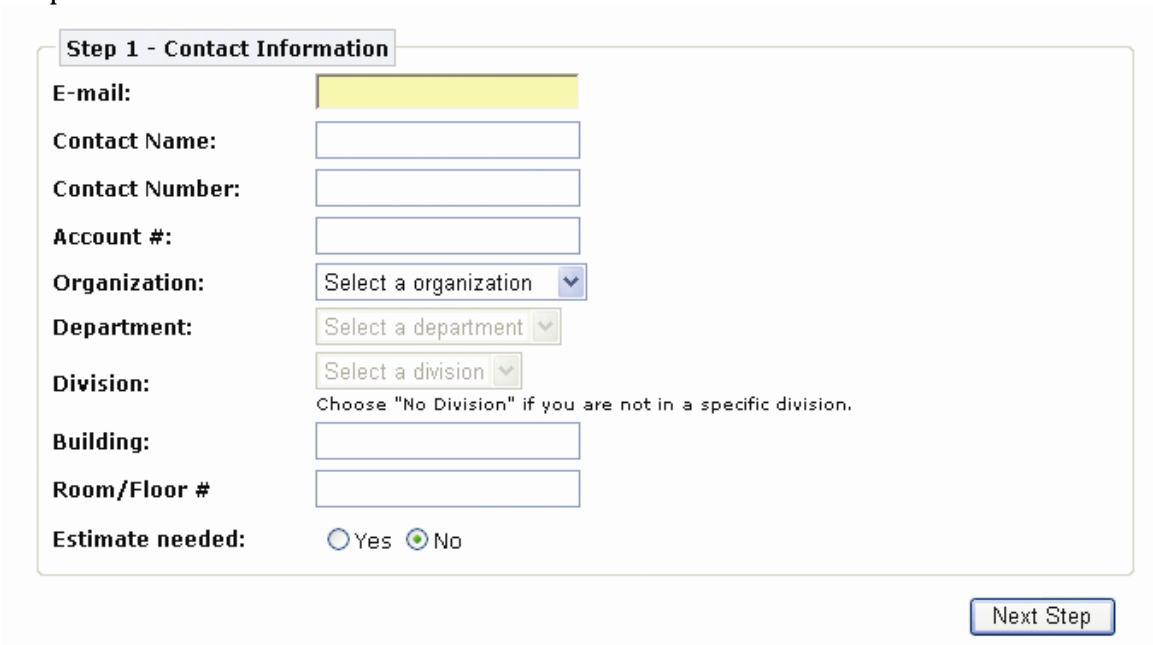


Main screen of creating a new work order

Submitting a Work Order

Step 1 – Contact Information

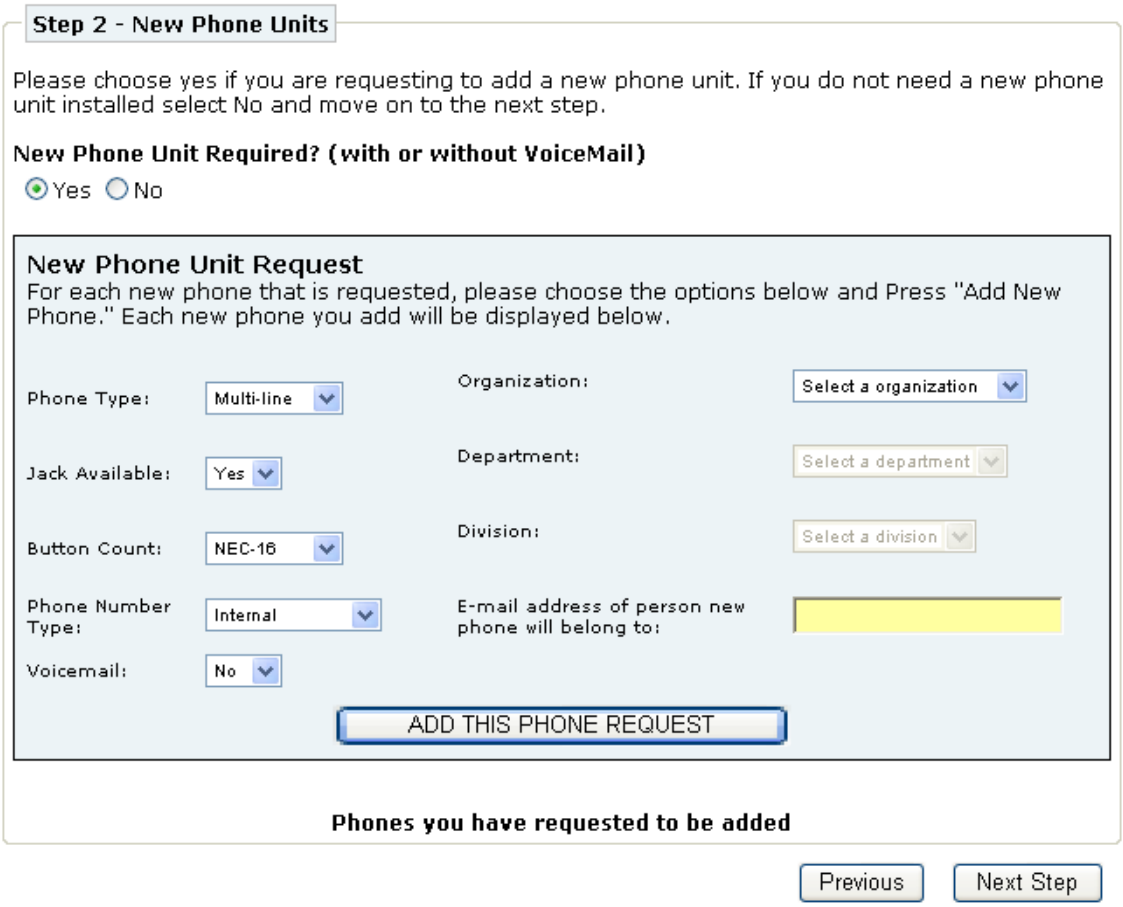
- E-mail – Your e-mail address. This is important because you will have to enter your e-mail address in order to check on the status of all the work orders you have submitted.
- Contact Name – Your name.
- Contact Number – The number Telecommunications can contact you at with any questions that may arise.
- Account # - Your department account number.
- Organization – The organization that you work under.
- Department – The department that you work under.
- Division – The division, if any, that you work under. If you do not work in a specific division select "No Division" from the list.
- Building – Enter the name of the building that you work in.
- Room/Floor # - The room number or floor in the building that you work in.
- Estimate needed – If you want to request an estimate before any work is performed please select "Yes" here.



Contact Information

Step 2 – New Phone Units

If you do not need to have a new phone unit setup leave "No" selected and press the "Next Step" button. If you need to have a new phone unit setup please select "Yes" on this step and follow the directions below.



When you select Yes, the page will change to allow you to enter a new phone request.

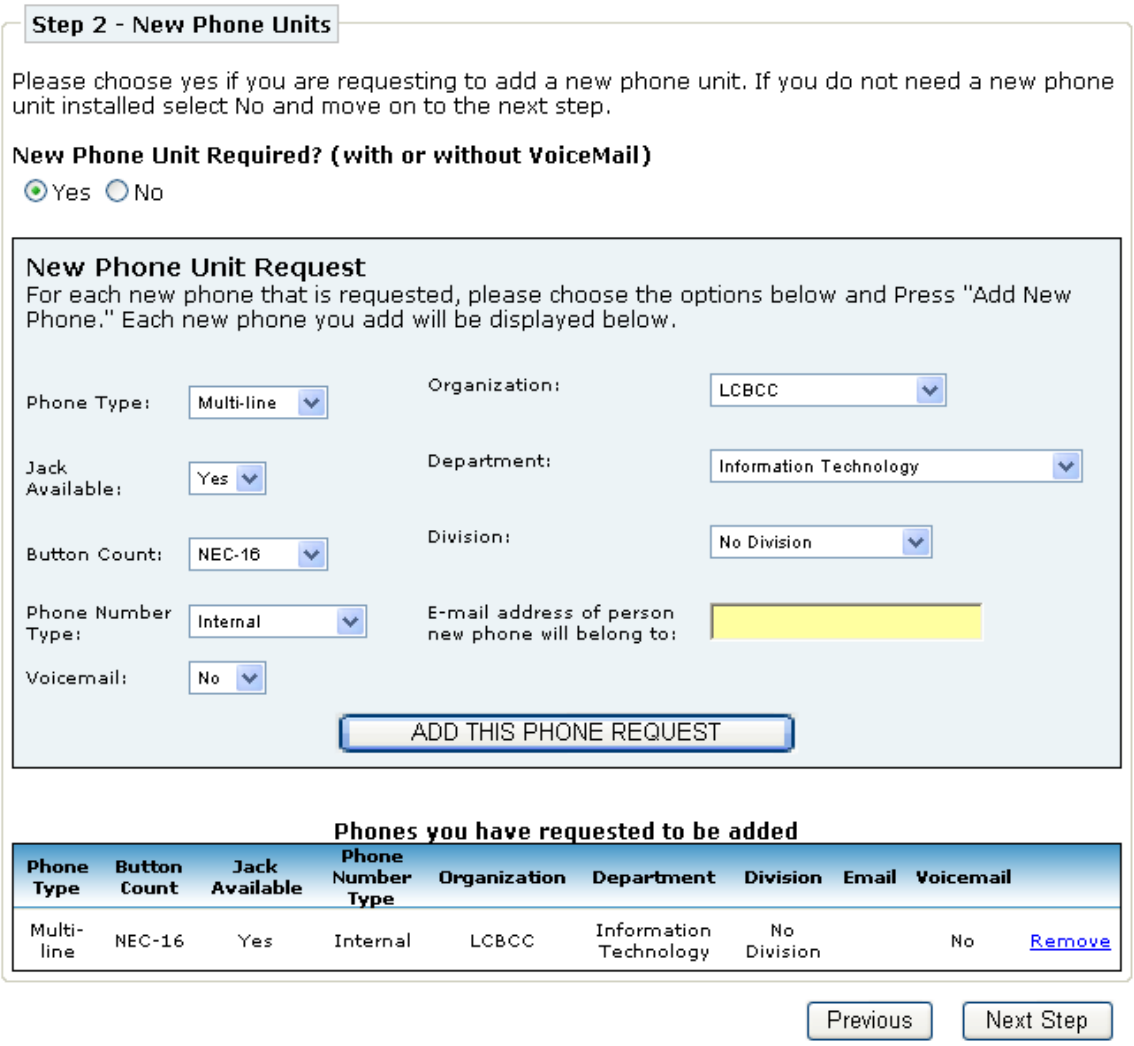
Once you select Yes, the screen will change to allow you to enter in a new phone request. A new phone requests consists of several fields, described below.

- Phone Type – Choose if you would like to have a multi or single line phone installed.
- Jack Available – If there is a jack where the phone can be installed already setup please select Yes. If you are not sure select No.
- Button Count – How many buttons do you need on the new phone unit.
- Phone Number Type – If the phone only needs to be reached internally select Internal. If you phone needs to be reached from the outside select External.
- Voicemail – If the phone needs to have voicemail select Yes.
- Organization – The organization that this new phone will belong to.
- Department – The department that this phone will belong to.
- Division – The division, if any, this phone will belong to.

- E-mail – The e-mail address of the person who will be using this phone. This field is optional.

Once you have filled these fields out click the button that says "ADD THIS PHONE REQUEST." You should then see your phone request listed under the section that says "Phones you have requested to be added."

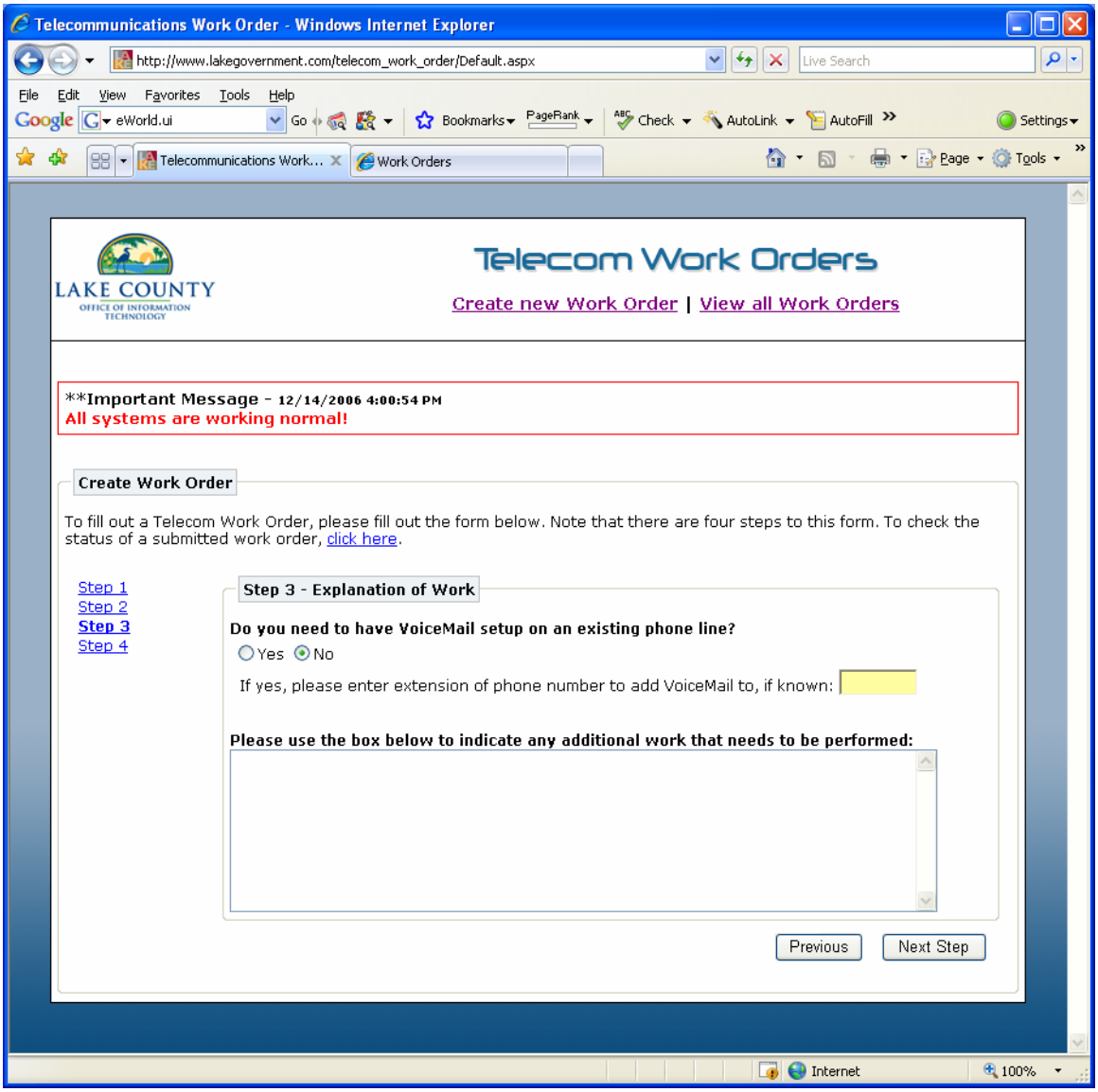
At this point you can either add another new phone request or move on to the next step by pressing the "Next Step" button.



Once you have added a new phone request it will show up in the list near the bottom of the page.

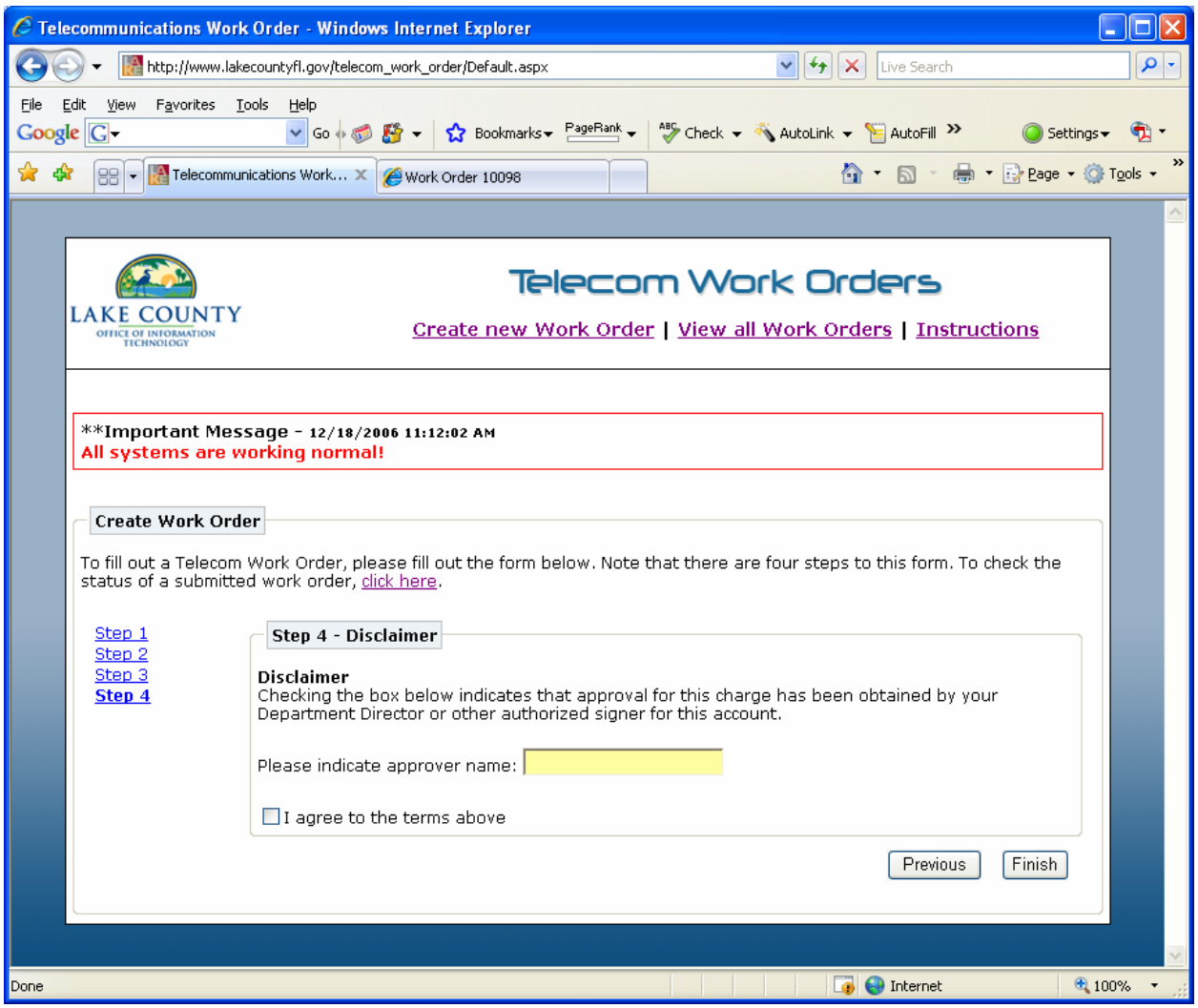
Step 3 – Explanation of Work

This step allows you to type in exactly what work needs to be performed. This step also asks you if you need Voicemail setup on an existing phone line. When you are done entering in what needs to be performed, click the "Next Step" button.



Step 4 – Disclaimer

This step is very important. By entering a work order you acknowledge that you are giving authorization to Telecommunications to perform work that may require charges. If you are not authorized to accept this then you should not be entering the work order. You will also need to indicate the name of the approver. If this is your name simply enter your name, if this is someone else, please type their name in.



Completing the Work Order

Once you accept the disclaimer and hit the "Finish" button you should receive a notification that says your work order was submitted along with the work order number that has been assigned. You will also receive an e-mail notification with the work order number.

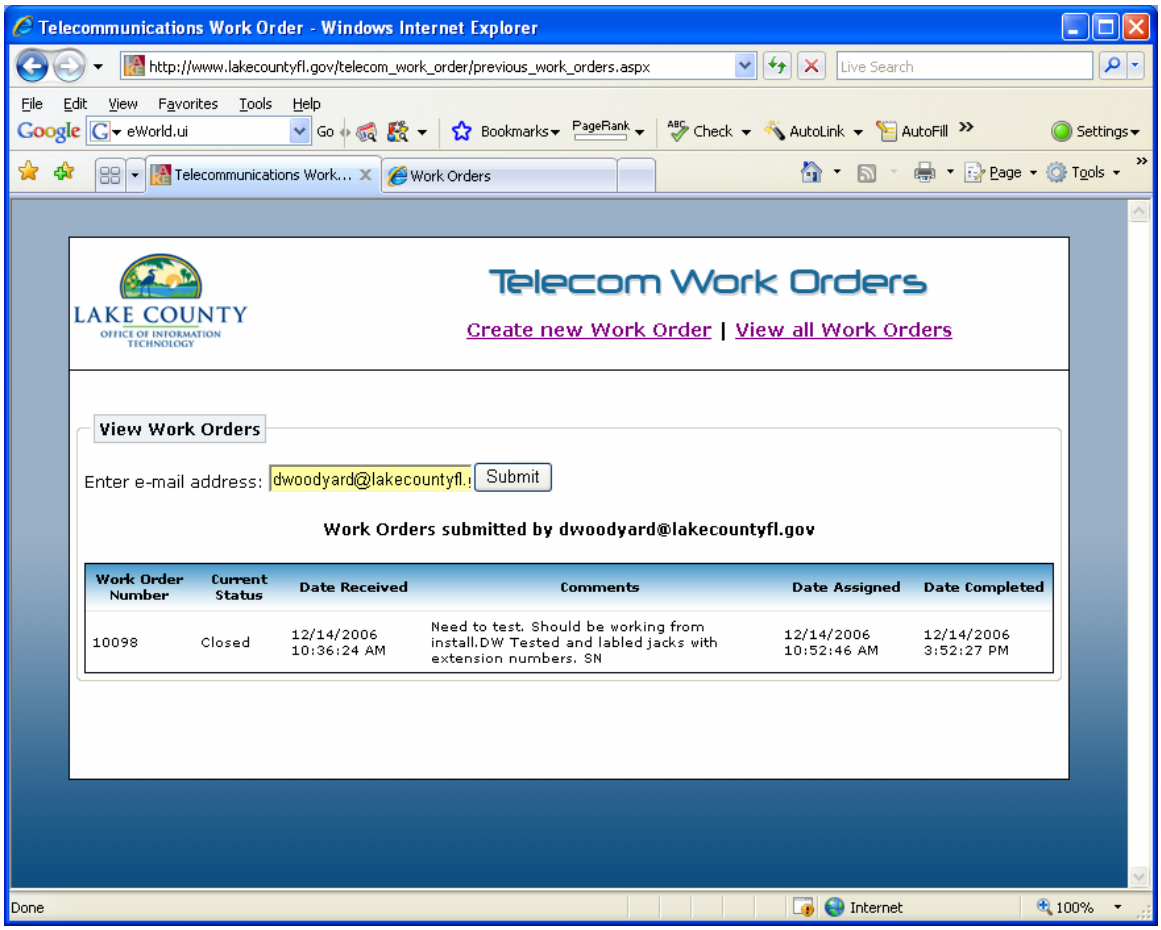
Section 3
Checking Existing Work Orders

Overview

A work order can be checked at any time to see what the current status of it is. This can be checked by clicking on the link in the e-mail that you received when you opened the work order or by clicking on the link "View all Work Orders" located at the top of the web site.

If prompted enter your email address and hit Submit.

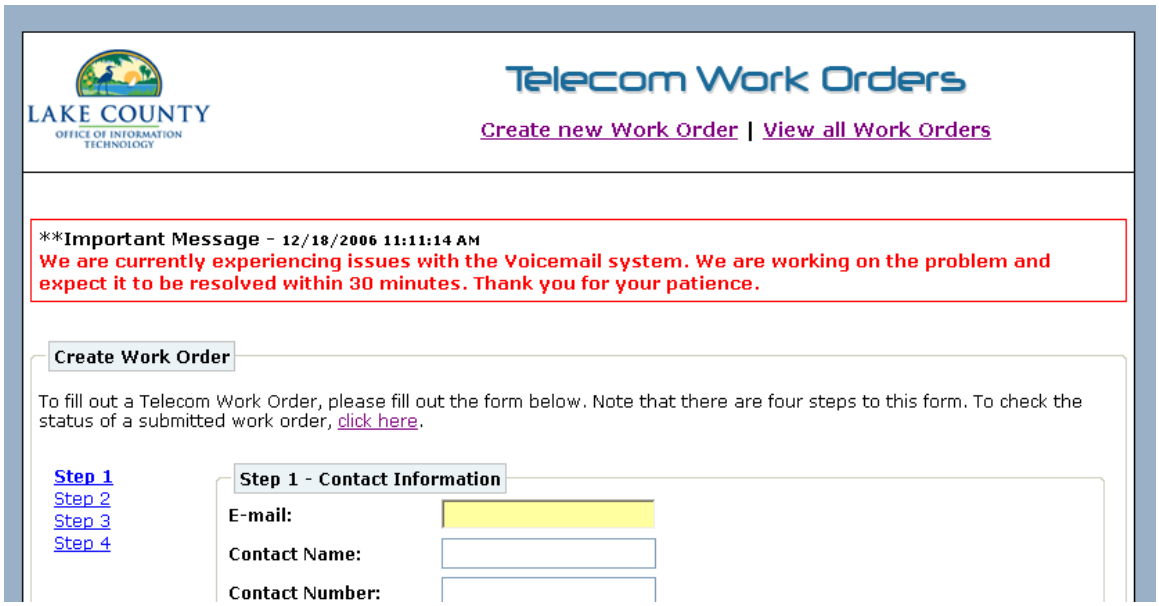
This will show all the work orders that you have opened. The current status and any comments added by Telecommunications will be displayed here as well.



Section 4
Status Message

Overview

In the event that there is a system wide problem, you will see a notification at the top of the screen when you go to enter a new work order. If you are experiencing the problem indicated by this message please do not fill out a work order, as we are most likely aware of the problem already.



Example of Status Message when there is a system wide problem.