



Telecommunications Questions & Answers

1. **Question:** When will there be training for the TSR process in CORE-CT and the Tangoe System?

Answer: There have been on-going TSR classes provided by Core-CT. Users should contact their Core-CT Training Liaison http://www.core-ct.state.ct.us/training/registration/training_reg.asp to put their names on the waiting list. Within the next couple of weeks the DAS Business Office and Tangoe will be notifying Agencies regarding the scheduling of a Tangoe demonstration.

2. **Question:** When will Core-CT TSRs & Tangoe go live?

Answer: Core-CT is scheduled to “Go Live” with TSRs on May 26, 2015. A target date of July 1, 2015 is planned for Tangoe. Updated information will be provided by the DAS Business Office.

3. **Question:** Who should users call with Telecom issues?

Answer A: For an issue creating a **TSR-MACR** or **TSR-EQUIP** requisition in Core-CT either log a ticket with Footprints <http://footprints.ct.gov/footprints> or call the Core-CT Help Desk. (860) 622-2300.

Answer B: For **contract** issues, contact Kris Wohlgemuth, Kris.wohlgemuth@ct.gov Telecom - Contract Specialist (860) 713-5606 or Joe Giliberto, joe.giliberto@ct.gov Contract Team Lead (860) 713-5096 at DAS Procurement.

Answer C: For **Network** and **Cell Phone** issues there will be further details on Tangoe’s support services within the next few weeks. Tangoe will have a dedicated team assigned to the State of CT.

Answer D: For Emergency **Network** repairs during work hours, users may contact Dawn Keiper, BEST Unified Communications at: dawn.keiper@ct.gov or (860) 622-2232. Users should call the vendor directly for after-hours repairs. Make sure to create the appropriate TSR-MACR requisition or TSR in Tangoe to follow up with the required repairs. Users may use “P-Cards” as another option if the vendor accepts that method of payment.

4. **Question:** What services go through Core-CT and what services go through Tangoe?

Answer: Telecom Equipment and any Moves, Adds, Changes or Repairs (MACR) go through Core-CT. All Cell phones/cell phone services and Network Services go through Tangoe.

There is a Job Aid on the Core-CT website site listing the vendors associated with each system.

5. **Question:** What roles are needed to create TSRs in Core-CT?

Answer: To access all Core-10 values (Super Users) the Multi-Requester role will be needed. The TSR Requester role will be required to create TSRs only.



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Agency Core-CT Security Liaisons should refer to the Core-CT Role Handbook for additional information.

http://www.core-ct.state.ct.us/security/fin_sec.html

6. **Question:** Do TSR Approvers receive an email notification when a requisition is routed to them for approval in Core-CT?

Answer: No, as with all APPROVERS in Core-CT, TSR Approvers must go to their FIN Worklist to view and approve TSR requisitions. Requesters may contact TSR Approvers directly if there is an urgent request pending.

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7. **Question:** How will Telecom reporting be handled in Core-CT and Tangoe?

Answer: Public EPM queries will be made available to users for TSR- EQUIP and TSR-MACRs. Tangoe reporting will be similar to reports that were previously generated in TBMS. More reporting information will be disseminated after “Go-Live.”

8. **Question:** Have the Telecomm vendors been notified about the process changes?

Answer: Yes, a communication from the DAS Business office has been sent to the contracted Telecomm vendors apprising them of the changes.

9. **Question:** Will users have access to view their entire Frontier invoice in Tangoe?

Answer: Yes, users will have access to the Communications Management Platform (CMP) so that they can view charges from the Frontier invoice that have been allocated to their agency.