

**State of Wisconsin
Local Voice Services (Centrex)
Roles and Responsibilities**



Document Revision History

Date	Version	Creator	Notes
10/10/08	1.0	Mark Rappe	Initial draft
11/19/08			edits
12/19/08	1.1	Dan Proud	Edited cover, footers, table format

This document describes the Local Voice Services roles and responsibilities as they are assigned to the DOA Division of Enterprise Technology (DET), the state agencies that subscribe to the service and the vendors that provide the service. A separate document, Voice Processing Service Offering Definition, fully details this service and should be referred to for that description.

For descriptions of the many services offered by DET to agencies, please see the IT Services Catalog (<http://itservices.wisconsin.gov/>). This service falls under Voice category.

Codes:

- R Responsible for the activity
- C Consulted about the activity
- V Vendor responsible for the activity

	Responsibility Category	Responsibility	DET	Agency	Vendor	See Notes
1	Local Voice Services contract locations	Contract management	R	C		
2	Local Voice Services contract locations	Escalate enterprise and end user problems/service requests	R			
3	Local Voice Services contract locations	Order placement for add, change, deletions		R		
4	Local Voice Services contract locations	Order processing.			R	
5	Local Voice Services contract locations	Problem reporting to vendor.	R	R		
6	Local Voice Services contract locations	Problem resolution and reporting			R	
7	Local Voice Services contract locations	Billing and Collections			R	
8	Local Voice Services contract locations	Monitoring usage, billing, etc. of voice services.		R		