



# Enterprise Skype for Business MACD and Support Processes

## TABLE OF CONTENTS

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### Contents

TABLE OF CONTENTS.....	1
Introduction .....	2
Moves (Individual User Accounts) .....	2
Same Agency / Same Facility / Same Number .....	2
Same Agency / Different Facility / Same Number .....	2
Same Agency / Different Facility / Different Number.....	2
Adds.....	3
Individual User Accounts / Resource Lines .....	3
Common Area Phone .....	3
Response Group / Hunt Group .....	3
Changes .....	4
Assign Different Number (Individual User Accounts / Resource Lines).....	4
Assign Different Number (Common Area Phone).....	4
Name Change.....	4
Response Group / Hunt Group .....	4
Deletes .....	5
Individual User Accounts / Resource Lines .....	5
Common Area Phone .....	5
Numbers – requesting new numbers or porting existing numbers.....	5
Add numbers (request new numbers) to agency reserve number pool (not in leu of porting numbers).....	5
Porting numbers (no users) to agency reserve number pool .....	6
Porting numbers with active users (including any reserve numbers if applicable) .....	6
Support Processes.....	7
Skype4B.....	7
Review, Revision, Approval Log.....	8

## Introduction

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This document describes the process steps for Moves, Adds, Changes, and Deletes (MACDs) and the Support Process hierarchy as it relates to the Enterprise Skype for Business (Skype4B) service. The intended audience for this document is the agency support staff.

## Moves (Individual User Accounts)

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### Same Agency / Same Facility / Same Number

There is no work for DET.

	Responsible	Responsibility
1.	Agency	If necessary, update user info in Active Directory (AD)
2.	Agency	If necessary, update user info in STAR
3.	Agency	Physically relocate the user's workstation and / or IP phone within the facility

### Same Agency / Different Facility / Same Number

	Responsible	Responsibility
1.	Agency	Open a Service Request to DET to update user's address for 911
2.	DET (Telecom)	Open a request to AT&T to update user's address for 911
3.	AT&T	Update user's address for 911
4.	Agency	Update user info in AD
5.	Agency	Update user info in STAR
6.	Agency	Physically relocate the user's workstation and / or IP phone to the new facility

### Same Agency / Different Facility / Different Number

	Responsible	Responsibility
1.	Agency	Open a Service Request asking DET to do the following: a. Assign a new number to the user's account b. Update the user's address/number for 911
2.	DET (Telecom)	a. Assign a new number to the user's account b. Submit a request to AT&T to update the user's address/number for 911
3.	AT&T	Update user's address for 911
4.	Agency	Update user info in AD
5.	Agency	Update user info in STAR
6.	Agency	Physically relocate the user's workstation and/or IP Phone to the new facility

## Adds

### Individual User Accounts / Resource Lines

	Responsible	Responsibility
1.	Agency	Add user info in AD, except for the number, which is not available yet
2.	Agency	Assign appropriate O365 licensing
3.	Agency	Open a Service Request asking DET to do the following: <ol style="list-style-type: none"> <li>a. Set up a new Skype for Business (Skype4B) account. Provide Email Address and Telephone Number.</li> <li>b. Add the user's address/number for 911</li> </ol>
4.	DET	<ol style="list-style-type: none"> <li>a. Create a new Skype for Business (Skype4B) account. (Collab Svc)</li> <li>b. Assign the agency provided number to Skype4B. (Collab Svc)</li> <li>c. Enable Enterprise Voice (Collab Svc)</li> <li>d. Enable Cloud Voicemail. (Collab Svc)</li> <li>e. Submit a request to AT&amp;T to add the user's address/number for 911 (User Account only) (Telecom)</li> </ol>
5.	AT&T	Add user's address/number for 911
6.	Agency	Add user number in AD
7.	Agency	Add user info in STAR
8.	Agency	If necessary, procure user hardware (HW)
9.	Agency	Assign workstation and/or IP Phone

### Common Area Phone

	Responsible	Responsibility
1.	Agency	Open a Service Request to DET to do the following: <ol style="list-style-type: none"> <li>a. Set up a new Common Area Phone account. Provide Telephone Number.</li> </ol>
2.	DET	<ol style="list-style-type: none"> <li>a. Set up a new Common Area Phone account (Collab Svc)</li> <li>b. Provide PIN to Agency (Collab Svc)</li> </ol>
3.	Agency	If necessary, procure IP Phone
4.	Agency	Install IP phone and login (using number and PIN)

### Response Group / Hunt Group

	Responsible	Responsibility
•	Agency	Open a service request to DET to do the following: <ol style="list-style-type: none"> <li>a. Set up a new Skype4B Response Group. Provide the Telephone Number and Call Flow for the Response Group, including Agents.</li> </ol>
•	DET	<ol style="list-style-type: none"> <li>a. Set up a new Skype4B Response Group (Collab Svc)</li> </ol>

## Changes

### Assign Different Number (Individual User Accounts / Resource Lines)

	Responsible	Responsibility
•	• Agency	<ul style="list-style-type: none"> <li>• Open a Service Request asking DET to do the following:</li> <li>• Assign a new number to the user's account. Agency provides the Telephone Number.</li> <li>• Update the user's number for 911</li> </ul>
•	• DET	<ul style="list-style-type: none"> <li>• Assign agency provided number to the user's account. (Collab Svc)</li> <li>• Submit a request to AT&amp;T to update the user's address/number for 911 (Only if a facility address change) (Telecom)</li> </ul>
•	• AT&T	<ul style="list-style-type: none"> <li>• Update user's address for 911</li> </ul>
•	• Agency	<ul style="list-style-type: none"> <li>• Update user info in AD</li> </ul>
•	• Agency	<ul style="list-style-type: none"> <li>• Update user info in STAR</li> </ul>

### Assign Different Number (Common Area Phone)

	Responsible	Responsibility
1.	Agency	Open a Service Request asking DET to do the following: <ol style="list-style-type: none"> <li>Set up a new Common Area Phone account. Provide Telephone Number.</li> </ol>
2.	DET	<ol style="list-style-type: none"> <li>Set up a new Common Area Phone account (Collab Svc)</li> <li>Provide PIN to Agency (Collab Svc)</li> </ol>
3.	Agency	If necessary, procure IP Phone
4.	Agency	Install IP phone and login (using number and PIN)

### Name Change

	Responsible	Responsibility
1.	Agency	Update user info in AD
2.	Agency	Update user info in STAR
3.	Agency	Open a Service Request to DET to change the user's name in Skype4B
4.	DET	Change the user's name in Skype4B (Collab Svcs)

### Response Group / Hunt Group

	Responsible	Responsibility
1.	Agency	Open a Service Request to DET to modify an existing Skype4B Response / Hunt Group. Provide call flow details.
2.	DET	Modify the existing Skype4B Response / Hunt Group (Collab Svc)

## Deletes

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### Individual User Accounts / Resource Lines

	Responsible	Responsibility
1.	Agency	O365 licensing is automatically removed when a user is deleted in AD. If the account is to remain disabled but not deleted, see Step 6.
2.	Agency	Disable/Delete user in AD
3.	Agency	Delete user in STAR (User Account only)
4.	Agency	Open a request to DET to do the following: <ol style="list-style-type: none"> <li>a. Remove the Skype4B account.</li> </ol>
5.	DET	<ol style="list-style-type: none"> <li>a. Remove the Skype4B account. (Collab Svcs)</li> </ol>
6.	Agency	If the account is to remain disabled but not deleted, remove O365 licensing.
7.	Agency	Update telecom inventory
8.	Agency	Decommission workstation and/or IP phone

### Common Area Phone

	Responsible	Responsibility
1.	Agency	Open a Service Request to DET to do the following: <ol style="list-style-type: none"> <li>a. Delete the Common Area Phone account. Provide Telephone Number.</li> </ol>
2.	DET	<ol style="list-style-type: none"> <li>a. Delete the Common Area Phone account (Collab Svcs)</li> </ol>

## Numbers – requesting new numbers or porting existing numbers

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### Add numbers (request new numbers) to agency reserve number pool (not in leu of porting numbers)

	Responsible	Responsibility
1.	Agency	submit SR to DET with order details (quantity, area code) and reason for the additional numbers, include 911 location (street, city, state, zip)
2.	DET Telecom	place order to ATT and/or assign from enterprise pool, monitor the order process
3.	DET Telecom	place any internal orders (child tickets) for SBC routing if needed
4.	DET Collab/Lan	update SBC routing if needed
5.	DET Telecom	once numbers are placed on the SIP trunk: <ul style="list-style-type: none"> <li>• update the portal inventory with Agency</li> <li>• notify customer via the SR</li> </ul>
6.	Agency	Update inventory and use as needed

Porting numbers (no users) to agency reserve number pool

	<b>Responsible</b>	<b>Responsibility</b>
1.	Agency	fill in workbook including the BTN. If non-ATT vendor then the CSR also must be provided submit SR to DET with order details, include workbook, CSR's if needed, include any date request 45 business dates out
2.	DET Telecom	place order to ATT, monitor the order process
3.	DET Telecom	place any internal orders (child tickets) for SBC routing if needed
4.	DET Collab/Lan	update SBC routing if needed
5.	DET Telecom	once numbers are placed on the SIP trunk: <ul style="list-style-type: none"> <li>• update the portal inventory with Agency</li> <li>• notify customer via the SR</li> </ul>
6.	Agency	Update inventory and use as needed

Porting numbers with active users (including any reserve numbers if applicable)

	<b>Responsible</b>	<b>Responsibility</b>
1.	Agency	<ul style="list-style-type: none"> <li>• fill in workbook including the BTN. If non-ATT vendor then the CSR also must be provided</li> <li>• submit SR to DET with order details, include workbook, CSR's if needed, include any date request 45 business dates out</li> <li>• Ensure end users will have correct tools (phone set, headset, etc)</li> </ul>
2.	DET Telecom	place order to ATT, monitor the order process
3.	DET Telecom	place any internal orders (child tickets) for SBC routing and S4B account updates if needed. Attached workbook to the SR's as needed
4.	Agency	DET Telecom will request final workbook with any updates to accounts approx. 10 days prior to the port
5.	DET Collab/Lan	update SBC routing if needed
6.	DET Collab	update S4B accounts as requested on the workbook (S4B and voice services)
7.	DET Telecom	once numbers are placed on the SIP trunk: <ul style="list-style-type: none"> <li>• update the portal inventory with Agency</li> <li>• notify customer via the SR</li> </ul>
8.	DET	Set up day-2 meeting with Agency (verify port completed, update any collab services)
9.	Agency	Update inventory

## Support Processes

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The following section identifies the support hierarchy (or tiers) for the different support scenarios.

### Skype4B

Use this procedure for the following support scenarios:

#### **Workstation / Client Issues (e.g., Client not installed)**

1. Agency Help Desk
2. Agency Telecom /Skype4B support resource(s) / Desktop

#### **Phone Hardware Issues (e.g., No power; no dial tone)**

1. Agency Help Desk
2. Agency Telecom/Skype4B support resource(s)

#### **Network Connectivity Issues (e.g., Unable to connect to Skype4B server)**

1. Agency Help Desk
2. Agency Telecom/Skype4B support resource(s)
3. ESD
4. DET Collaboration
5. DET Network

#### **Performance Issues (e.g., Dropped calls, poor audio quality)**

1. Agency Help Desk
2. Agency Telecom/Skype4B support resource(s)
3. ESD
4. DET Collaboration
5. DET Network (first) then Telecom

#### **Service / Account Issues (e.g., Unable to sign-in; unable to place a call)**

1. Agency Help Desk
2. Agency Telecom/Skype4B support resource(s)
3. ESD
4. DET Collaboration

#### **Service Operation Questions (e.g., How do I transfer a call?)**

1. Agency Help Desk
3. Agency Desktop / Agency Telecom/Skype4B support resource(s)

2. ESD
3. DET Collaboration

**Voicemail Access Issues (e.g., Not receiving voicemails via email)**

1. Agency Help Desk
4. Agency Desktop / Agency Telecom/Skype4B support resource(s)
2. ESD
3. DET Collaboration

**Voicemail Service / Account Issues (e.g., Call does not roll over to voicemail)**

1. Agency Help Desk
5. Agency Email Admin / Agency Telecom/Skype4B support resource(s)
2. ESD
3. DET Collaboration

**Voicemail Operation Questions (e.g., How do I change my greeting?)**

1. Agency Help Desk
2. Agency Telecom/Skype4B support resource(s)

**Review, Revision, Approval Log**

Version	Revision or Review Date	Author-Title	Description of Changes
1.0	6/15/2017	Daniel Foelker	Initial version
2.0	7/29/2020	Daniel Foelker	Update for DET Skype4B
2.1	8/3/2020	Connie Bandt	Edits for review before finalizing for publication
2.2	9/2/2020	Ron Garske	Add Interim User Acct MACD_IM Process
2.3	9/3/2020	Team / Matt Michel	Group edits for clarity
2.4	9/9/2020	Matt Michel	General cleanup / Added Draft to header
2.5	1/13/2021	Matt Michel	Removed Atlas references and general cleanup



