



End User needs to establish new or change existing SmartPhone Service/Device

End User needs to disconnect SmartPhone Service

Review wireless contract details and needs assessment guidelines with agency Telecom Manager or designated agency Telecom staff.

Request/obtain approval per Agency procedure, documenting needs assessment, cost justification, budget code & PFR use code, and voice/data plan & device type desired

File needs assessment and cost justification per Agency procedure. **If connection is for employee funded wireless services, obtain employee signature on and file the Enterprise Connection Waiver For Connection of Personally Funded Wireless Services waiver form (http://www.doa.state.wi.us/xxxxxxxxxxx).**

Request approved?

Does Agency staff have an enterprise email address (email ends with wisconsin.gov or wi.gov)?

Does Agency have its own Enterprise Email Server with ActiveSync?

Submit Service Request (SR) http://operations.state.wi.us/asx/ServiceRequest/request.asp to obtain/change service. **Include the name of person approving this request in the description. If this SR is for other than DOA or attached agency, include the contact name/number for the person or group who will support activation at the agency level.**

Enterprise Service Desk (ESD) SR Staff
Route to BBS VOICE queue.

Submit request to Agency Telecom Manager or designated Telecom Staff

DOA Telecommunications Administration (BBS VOICE)
Is this SR for DOA or an agency supported by DOA Desktop Support?

Agency Telecom Manager or designated Telecom Staff
Submit add/change/disconnect order with vendor
Advise Agency Desktop Support of request.
If request involves a new device, notify Desktop Support when the device is available for activation.

Submit add/change/disconnect order with vendor
Ensure SR contains Budget Code and PFR Use Code, telephone number assigned to the device, and name of person approving this request in the description.
Assign SR to the BBAS DESKTOP queue.
If SR involves a new device, notify Desktop Support when the device is available for activation.

Ensure SR contains Budget Code and PFR Use Code, telephone number assigned to the device, name of person approving this request, and contact name/number for the person or group who will support activation at the agency level in description.

Contact TeleCom Manager, making them aware of the SR to 1) ensure service has been requested and 2) obtain any missing information.

Update SR to reflect any changes/additions from the above.

Assign SR to the BIS AHT IFT EMAIL AND BLACKBERRY queue to add/change/remove user in ActiveSync at the appropriate time with assistance of the agency's support person/group.

Agency Desktop Support
Work with Agency email team to add/change/remove user in ActiveSync, train user, update records, etc., per Agency procedure.

Desktop Support
Coordinate changes between user & BES/Email team & device activation w/ vendor.
Assign SR to the BIS AHT IFT EMAIL AND BLACKBERRY queue to add/change/remove user in ActiveSync at the appropriate time.

DOA BES/Email Team
Activate/inactivate ActiveSync.
Assign SR to the BBS BPS Billing/Rates queue.

BBS BPS Billing/Rates Team
Bill setup & monthly recurring ActiveSync support charge (or discontinue billing recurring ActiveSync support charge) & update records.