

Instructions for Data Dial Tone Service Order Form (NS-25)(Rev. 08/2016)

Instructions for fields are from left to right and top to bottom on form.

OTS/NS Order Number: For OTS/NS use only.

Ticket Number: For OTS/NS use only.

BILLING AUTHORIZATION

Agency Cost Center Number: Agency cost center number to which the services are billed. Check with agency's fiscal or accounting department for the appropriate cost center to be billed.

TC Name: Name of authorized telecommunications coordinator (TC).

TC Office Telephone: Office telephone number of authorized TC.

TC Mobile Telephone: Mobile telephone number of authorized TC (optional).

TC Email: Email address of authorized TC.

GENERAL INFORMATION

Department/Office/Section: Department, office and section requesting the service.

Expedite Charges Authorized: Authorization for additional charges associated with expedited completion.

Due Date Requested: Date service is needed.

TECHNICAL CONTACTS

Primary Contact Name: Primary technical contact person at site or available for consultations.

Alternate Contact Name: Alternate technical contact person at site or available for consultations.

Primary Contact Office Phone: Office telephone number of primary technical contact person.

Alternate Contact Office Phone: Office telephone number of alternate technical contact person.

Primary Contact Mobile Phone: Mobile telephone number of primary technical contact person (optional).

Alternate Contact Mobile Phone: Mobile telephone number of alternate technical contact person (optional).

Primary Contact Email: Email address of primary technical contact person.

Alternate Contact Email: Email address of alternate technical contact person.

IN-BUILDING SERVICE REQUEST

Building Name: Name of building or data center where work will be done.

Physical Address: Physical street address where work will be done.

SECTION 1

- Desktop, Laptop, Printer, Etc. Network Connection(s):** Check box if your request pertains to desktop, laptop, printer, etc. network connection(s). Complete one row for each desktop connection.
- Action:** Select the appropriate action: activate a new jack, deactivate an existing jack, or change an existing jack.
- OTS/NS Inventory Number:** If existing service, enter OTS/NS assigned inventory number. If new service, leave this field blank. OTS/NS will assign inventory number.
- Jack Number:** The alpha-numeric identifier from the network faceplate on the wall or cubicle.
- Port Color:** Select the appropriate port color.
- Access Type:** Select the appropriate access type. Agency internal is an agency IP with access to agency servers. Internet only provides access to nothing other than the internet.
- Speed:** Select the appropriate speed at which the connected device will operate.
- Duplex:** Select the appropriate duplex at which the connected device will operate.
- Wiring Required?:** Select "yes" if no network jack exists in the location to be served; otherwise select "no".
- Floor:** Floor number where work will be done.
- Room/Cubicle:** Room and/or cubicle number/designation where work will be done.
- Prioritization:** The priority of the traffic traversing the network port. None (default) is no prioritization. Low prioritizes traffic, but only above no prioritization; recommended for applications needing priority akin to video streaming. Medium prioritizes traffic above all except High; recommended for applications needing priority akin to video conferencing. High prioritizes traffic above all; recommended for applications needing priority akin to voice over IP.

SECTION 2

- Wireless Access:** Check box if request pertains to installation of a wireless access point.
- Action:** Select the appropriate action: modify an existing wireless deployment, activate a new deployment, or disconnect an existing deployment.
- Preferred SSID:** The preferred name of the wireless network users will configure on mobile devices to obtain access.
- OTS/NS Inventory Number:** If existing service, enter OTS/NS assigned inventory number. If new service, leave this field blank. OTS/NS will assign inventory number.

Access Type: Select the appropriate access type. Agency internal is an agency IP with access to agency servers. Internet only provides access to nothing other than the internet.

Number of IP Addresses: The number of addresses available for concurrent users to access the network wirelessly. If all addresses are allocated, no other agency users will be able to access the network wirelessly until an existing wireless user releases their address.

Radius Server IP: Indicate the IP address of the agency radius server for wireless user account authentication. Only necessary if it is the first request an agency is making for wireless access.

Relevant Notes: Pertinent information about initially establishing wireless service.

DATA CENTER SERVICE REQUEST

Data Center Name: Name of building or data center where work will be done.

Physical Address: Physical street address where work will be done.

SECTION 3

Private Server Network Connection(s): Check box if your request pertains to private server network connection(s). Complete one row for each connection.

Action: Select the appropriate action: activate a new jack, deactivate an existing jack, or change an existing jack.

SECTION 4

Public Server Network Connection(s): Check box if your request pertains to public server network connection(s). Complete one row for each connection.

Action: Select the appropriate action: activate a new jack, deactivate an existing jack, or change an existing jack.

OTS/NS Inventory Number: If existing service, enter OTS/NS assigned inventory number. If new service, leave this field blank. OTS/NS will assign inventory number.

Speed: Select the appropriate speed at which the connected device will operate.

Duplex: Select the appropriate duplex at which the connected device will operate.

Cable Type: Select the appropriate cable type necessary to interface with public server NIC.

Fiber Interface Type: Select the appropriate fiber interface necessary to interface with the public server NIC.

Floor: Floor number where work will be done.

Room: Room and/or cubicle number/designation where work will be done.

- Rack Intersection:** Coordinates of the rack where the server will be located. One wall of the data center should have alphabetic characters and another, perpendicular to the first, should have numeric characters. Rack coordinates may be A4, ZZ18, for example.
- VLAN or IP Range:** VLAN number or IP range in which the server will reside.

SECTION 5

- VPN Access:** Check box if your request pertains to the establishment of access to internal agency resources from unsecured external locations.
- Action:** Select the appropriate action.
- OTS/NS Inventory Number:** If existing service, enter OTS/NS assigned inventory number. If new service, leave this field blank. OTS/NS will assign inventory number.
- Service Type:** Select either Group or Site-to-Site service. Select "Group" for access to be shared by users, each with VPN client software installed on their computers; individual tunnel terminations. Select "Site-to-Site" for access to be shared by users at a common remote location, each without client software; single tunnel termination.
- Public IP of Remote Office Termination:** Only necessary if the "Service Type" selected is "Site-to-Site".
- Subscription Level:** Select the appropriate service level. Bandwidth, in Mbps, applies to "Site-to-Site" service type. Number of concurrent users applies to "Group" service type..
- Radius Server IP:** IP address of radius server used for user account authentication.
- DNS Server IP:** IP address of DNS server used to resolve domains to IP addresses.
- Relevant Notes:** Pertinent information about establishing service.

SECTION 6

- Consultation:** The number of hours desired for proactive engagement of OTS/NS network expertise for project-based undertakings.

SECTION 7

- Remarks:** Any special comments or notes pertaining to this order.

For assistance in completing the form, contact OTS/NS Customer Service at 225-342-7720. Submit to otm-lan@listserv.doa.la.gov.