

Instructions for Data Dial Tone Service Order Form (OTM-25)(Rev. 03/2015)

Instructions for fields are from left to right and top to bottom on form. This form must be submitted electronically.

OTM Order Number: For OTM use only.

Ticket Number: For OTM 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.
- OTM Inventory Number:** If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM 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

- Switch-to-Switch Network Connection(s):** Check box if request pertains to a need for temporary installation of an OTM switch for multiple network connection(s). Complete one row for each switch installation.
- Action:** Select the appropriate action: activate a new jack, deactivate an existing jack, or change an existing jack.
- OTM Inventory Number:** If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM 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. Prioritization is currently unavailable.

SECTION 3

- Wireless Access:** Check box if your request pertains to installation of a wireless access point. Complete one row for each access point.
- Action:** Select the appropriate action: activate a new jack, deactivate an existing jack, or change an existing jack.
- OTM Inventory Number:** If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM will assign inventory number.
- Floor:** Floor number where work will be done.
- Coverage Level:** Select the appropriate coverage level. If wireless access is not needed throughout the entire floor, select "Partial Floor."
- If Partial Floor Coverage, List Room/Cubicle Numbers:** For partial floor coverage, indicate the room and/or cubicle numbers that require coverage.
- 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:** Additional information about this access point.

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 4

- 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.
- OTM Inventory Number:** If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM 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 private server NIC.
- Fiber Interface Type:** Select the appropriate fiber interface necessary to interface with the private server NIC.
- Floor:** Floor number where work will be done.
- Room:** Room and/or cubicle number/designation where work will be done.
- Rack:** Rack number/designation where the server will be located.
- VLAN/IP Range:** VLAN number or IP range in which the server will reside.
- Relevant Notes:** Additional information about connection.

SECTION 5

- Agency User Internet Bandwidth:** Check box next to desired bandwidth between all agency users and the internet. If check boxes are insufficient, click drop down box and select the desired bandwidth.

SECTION 6

- 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.
- OTM Inventory Number:** If existing service, enter OTM assigned inventory number. If new service, leave this field blank. OTM 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:** Rack number/designation where the server will be located.
- VLAN/IP Range:** VLAN number or IP range in which the server will reside.
- Relevant Notes:** Additional information about connection.

SECTION 7

Public Server Internet Bandwidth: Check box next to desired bandwidth between all public servers and the internet. Click drop down box and select the desired bandwidth if check boxes are insufficient

**MISCELLANEOUS SERVICE
REQUEST
SECTION 8**

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.

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

Service Type: Select either Group or Site-to-Site service. Select "Group" for access shared by users, each with VPN client software installed; individual tunnel terminations. Select "Site-to-Site" for access shared by users at a common remote location, each without client software; single tunnel termination.

Public IP of Remote Office Termination: Public IP of remote office termination. Only necessary if the "Service Type" selected is "Site-to-Site".

Bandwidth: Select the appropriate bandwidth for the number of users. 0.5 Mbps per 10 users is recommended.

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.

Domain Name: Name of the domain currently in use.

WINS Server IP: IP address of WINS server, if in use.

Access Restrictions Pushed to Clients: IP ranges to which clients should not have access, or the IP ranges to which the clients should only have access. Specify restrict to or restrict from.

SECTION 9

Consultation: The number of hours desired for proactive engagement of OTM network expertise for project-based undertakings.

SECTION 10

Remarks: Any special comments or remarks pertaining to this order.

For assistance in completing the form, contact OTM Advanced Services at 225-342-0003 or 225-342-7761. The form must be submitted electronically, either by direct email to otm-lan@listserv.doa.la.gov or via OTM's Online Order Entry Service.