

CCS (TNS) Network Repair Requests

CCS (TNS) Liaison Services

Sandy Neer and Carol Phillips will coordinate CCS (TNS) Requests for IST. They will be the Alternate Contact on all CCS (TNS) Work Orders involving network new orders or repair. This will include FAXs, phone calls, and Email to TNS (and Bea Briggs, if needed), as well as maintaining updated information in the **Service Request** database for use by IST personnel.

SANS staff will make a referral for CCS (TNS) Liaison Services as needed.

NOTE: Information & Tech Support will NOT process a CCS (TNS) Request without an associated InfoSys Service Request.

CCS (TNS) Liaison Services will pickup these requests in their search buttons along with their other referrals. When the online form is submitted to TNS, a printout of the form will be filed in the PENDING folder on Carol's desk. Write the associated InfoSys Service Request number on the printout. All information about the TNS request should be noted in the **Service Request** database as it happens (the date the item was submitted to TNS, the **TNS Work Order Number** after it is assigned, the date TNS called or the **TNS Completed Date**, and any comments from TNS, etc.).

NOTE: All TNS request forms will be filed in folders on Carol's desk as either pending or completed. The forms will be updated with the TNS Work Order Number and TNS Completed Date.

Installation of New Network Connections

After SANS staff have determined the need for a new network connection, a request to TNS can be made. This request is done on-line at <http://tns.sdsu.edu>.

SANS staff will make sure the following info is available in their InfoSys Service Request or supply it to Sandy or Carol in writing:

Technician's Name:	The name of the SANS staff member who did the initial SR work related to the network connection installation.
Technician's Phone:	The phone number where the SANS staff member can be reached by TNS.
Technician's Email Address:	The Email address where the SANS staff member can be reached by TNS.
Device Model:	Item to be connected. I.E. Apple PPC, Dell GS110S, Gateway E4200, SUN Ultra 5, etc.

Device Type:	Item to be connected, I.E. Workstation, etc.
Assigned to:	Who - the Item requiring the new connection is currently being used by. Optional - for SANS staff member's benefit to help distinguish the request.
Device State #:	Belonging to the Item to be connected, I.E. E010143
Device Serial #:	Belonging to the Item to be connected. I.E. 1B2345FGH78
Device Library Barcode #:	Belonging to the Item to be connected, I.E. 3 0650 00928 3456
Device Location:	Location of the Item to be connected.
Existing Data Jack:	<p>This should always be No, since you are asking for a new Jack. CCS (TNS) Liaison Services should send a Telephone Service Request to Bea Briggs and hold this form until Jack has been installed. See Jack # below, and then submit the request to TNS.</p> <p>If Yes (a Jack exists, but needs a New punchdown), CCS (TNS) Liaison Services will ask the SANS staff member - Has there ever been an Ethernet connection at this Jack port before?---</p> <ul style="list-style-type: none"> • If the answer is No (since the port does not have an orange insert), then this is a <u>NEW</u> request, the Jack should be labeled with a Jack # and this request can be submitted without a Telephone Service Request to Bea Briggs. • If the answer is Yes, then this <u>NOT</u> a <u>NEW</u> punchdown request. See Repair of Existing Network Connections below.
Jack #:	<p>After the Telephone Service Request has been processed, Bea Briggs will notify IST. Upon receipt, use the words JACK NEWLY INSTALLED for this field.</p> <p>If the Jack is labeled (a Jack # equals sets of numbers separated by hyphens, I.E. 54-1-1-2. If unlabeled, write NOT LABELED).</p>
Punchdown for Jack Port:	Indicate which port(s) on the Data Jack need the punchdown, I.E. A(1), B (2), C (3), etc.
Type of Connection:	Indicate either Ethernet 10B-T, or Ethernet 100B-T
Existing NIC:	Normally this is a Yes.

Kind of NIC:	Name of the brand of Network Interface Card. Use 3-COM, if unknown.
Comments:	Optional, but additional information from SANS staff can be beneficial for TNS.
Request is from Library Service Request #:	Must Have the associated InfoSys Service Request number.

Charges for CCS (TNS) requests will be on the ORACLE Financial Acct.- 40111-000-61605-000-1006-**1901**-0000 (with the bold numbers changing each fiscal year). New bold number can be obtained from Lisa Peters or Mark Lester. Acct. Admin. Is Mark Lester at 44122

Repair of Existing Network Connections

After SANS staff have determined the need for repairs on an existing network connection, a request to TNS can be made. a request to TNS can be made. This request is done on-line at <http://tns.sdsu.edu>.

SANS staff will make sure the following info is available in their InfoSys Service Request or supply it to Sandy or Carol writing:

Technician's Name:	The name of the SANS staff member who did the initial Service Request work related to the network connection repair.
Technician's Phone:	The phone number where the SANS staff member can be reached by TNS.
Technician's Email Address:	The Email address where the SANS staff member can be reached by TNS.
Device Model:	Item to be connected. I.E. Apple PPC, Dell GS110S, Gateway E4200, SUN Ultra 5, etc.
Device Type:	Item to be connected, I.E. Workstation, etc.
Assigned to:	Who - the Item requiring connection repair is currently being used by. Optional - for SANS staff member's benefit to help distinguish the request.
Device State #:	Belonging to the Item requiring connection repair, I.E. E010143
Device Serial #:	Belonging to the Item to be connected. I.E. 1B2345FGH78
Device Library Barcode #:	Belonging to the Item requiring connection repair. I.E. 3 0650 00928 3456
Device Location:	Location of the Item requiring connection repair.
Existing Data Jack:	This should always be Yes . If No, then this is the wrong form. See Installation of New Network Connections above.
Jack #:	If the Jack is labeled (a Jack # equals sets of numbers separated by hyphens, I.E. 54-1-1-2. If unlabeled, write NOT LABELED).
Punchdown for Jack Port:	Indicate which port(s) on the Data Jack need the

	punchdown, I.E. A(1), B (2), C (3), etc.
Type of Connection:	Indicate either Ethernet 10B-T, or Ethernet 100B-T
Existing NIC:	Normally this is a Yes.
Kind of NIC:	Name of the brand of Network Interface Card. Use 3-COM, if unknown.
Comments:	Must have an explanation of the repairs needed.
Request is from Library Service Request #:	Must Have the associated InfoSys Service Request number.

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