Overview

- ITCom began providing online call detail in March of 2004
- ITCom announced in October of 2005 that printed Telephone Toll Statements would be eliminated
- The new enhanced online Monthly Charge Detail became available February 23, 2006
- Effective June 30, 2006 ITCom will no longer print and mail Telephone Toll Statements
ITCom Monthly Charge Detail

- What is the reason for the change?
- Valuable new information on the Monthly Charge Detail Report
- Where can I find the report?
- Who can see the report?
- What can I do with the information?
- Demonstration of new report

Reason for the change

- Old Process:
  - In the past, the DeptID Manager received Telephone Toll Statements through campus mail
  - The DeptID Manager or their designated staff would review the call records, identify whose phone number it was, and distribute to the staff member or manager for that area
  - Paper copy was only record of call detail
Reason for the change

- What we found…
  - ITCom surveyed a number of campus departments and discovered that it was a very labor intensive process
  - It was hard to match up the phone numbers with staff
  - Departments spent time copying and distributing
  - Some department opted to only distribute calls over a certain amount

Reason for the change

- The departments surveyed said it would be helpful to:
  - Identify the name of the staff member that used the telephone number
  - Have the ability to email the call records to the individual staff member
  - Be able to sort or query the detail
Valuable new information

- Long distance call detail on all:
  - Primary telephone lines
  - Calling Cards
  - Long distance authorization codes
- Name associated with service for all:
  - Telephone numbers as noted in Wolverine Access
  - Calling Cards
  - Long distance authorization codes

Valuable new information

- Local call detail
- Location information on main or primary telephone lines
- Historical data
- User friendly printable format that allows printing by DeptID in PDF or CSV format
- Ability to sort data (CSV format)
- Ability to cut and paste detail in an email to staff member
Where can I find the report?

- The Monthly Charge Report is a web-based report located on the ITCom Online Service Center
- www.itcom.itcs.umich.edu
- Select yellow box in upper-right hand corner

Who can see the report?

- The report is available to the Department ID Manager for each chartfield
- TheDeptID Manager can also assign Proxies to have access to view the data associated with a specific DeptID
What can I do with the information?

- The call detail can be downloaded in two formats:
  - PDF
  - CSV

PDF Format

- The PDF format will deliver a statement that will look very similar to the old Telephone Toll Statements
- Additional information included:
  - Local call detail
  - Location
  - Name if available in Wolverine Access
- You can choose to print all or selected pages
- Caution: If you choose to print all in the PDF format it may be a large file since it will contain all call detail including local calls
CSV File format

- The CSV format will allow you to view the data in an application like Excel
- You can sort by various fields such as name, phone number, call duration, amount billed, or time of day
- You can choose to sort by call description and eliminate the local calls
- You can choose to print or cut and paste selected detail into an email

Demonstration

- [http://www.itcom.itcs.umich.edu/](http://www.itcom.itcs.umich.edu/)
- Click on the yellow box in the upper right-hand corner
Authentication required

- Enter your uniqname and Kerberos password

**AUTHENTICATION REQUIRED**
By using this service you agree to adhere to UM computing policies and guidelines. Please type your login and password and click the "Login" button to continue.

<table>
<thead>
<tr>
<th>login:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>password:</td>
<td></td>
</tr>
</tbody>
</table>

Please type your login and password and click the Login button to continue.

Online Service Center

**Online Service Center**

About this Application
- Introduction
- How to Use
- Placing a Legal Order
- Administration and Billing
- Contacting ITCom

What Would You Like to Do?

**Orders**
- Add a Phone Line
- Add a Data Line
- Add a Fax Line
- Add a Internet
- Add a Email

**Reports**
- View ITCom Monthly Charge Detail
- View ITCom Summary of Charges
- View ITCom Detail of Charges
- View ITCom Inventory & Location Report

System Tools and Access
- View All System Expenditures
- Manage Access
- Go to Shopping Cart
- View Orders

Getting Started

Click View

Monthly Charge Detail
User Agreement

- The first time you access a report you will be required to abide by the U-M Proper Use Policy

ITCom Online Service Center — ITCom Reports User Agreement

Ethical and responsible use is expected at U-M

Online ordering and reporting services, provided by IT Communications, are a part of the University of Michigan Information Technology environment. You must be an authorized user to use these resources. As an authorized user, you are expected to abide by the highest standards of responsibility as your colleagues – the students, faculty, staff, and external users who share this environment. You are required to comply with all University policies, state, and federal laws concerning appropriate use of information technology and data resources. Non-compliance is considered a serious breach of community standards and may result in disciplinary or legal action.

Please read the University of Michigan Proper Use Policy, available on the web at: [http://www.umich.edu/security/polintro/index.html](http://www.umich.edu/security/polintro/index.html)

Prior to being given access to the data, you must indicate that you have read and agree to abide by this policy. If you would like to read more about the University of Michigan policies concerning the ethical and responsible use of information technology resources, you may do so on the web at: [http://www.umich.edu/security/polintro/index.html](http://www.umich.edu/security/polintro/index.html)

I have read and agree to abide by the University of Michigan Proper Use Policy.

I do not want to abide by the University of Michigan Proper Use Policy.

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Monthly Charge Detail

ITCom Online Service Center — ITCom Monthly Charge Detail (Beta)

- Billing Period: January 20, 2006
- Select a different billing period
  - January 2006

Announcements for Beta Testers

Your feedback is important to us!

Please send your comments, and any “bugs” or problems that you may come across, to: ITCom-CC-help@umich.edu

About this report

ITCom has been providing long distance and local call detail information online since March 2004. These new enhancements to the online call detail are part of our continuing efforts to provide long distance service to campus by the most cost-efficient means. This is the first step in moving towards replacing the printed Toll Bumper and Call Detail Center campus units each month through campus mail.

More Information

Frequently Asked Questions
Identifies service type codes

- Phone - PH
- Calling Card - CC
- Long Distance Authorization Code - RA
- Data Circuit – DC
- Exchange Mailbox - EX
- Video - VI
- Service Agreement - SL
Identifies the name of staff member associated with service

- Name of staff member who uses the phone as it appears in Wolverine Access
  - No Match – Staff Member does not have their phone number listed in Wolverine Access
  - Multiple Matches – The phone number is listed for multiple staff members
  - Refer to the Frequently Asked Questions for additional details and instructions on how to update the information in Wolverine Access

Identifies location of service

- Building, floor, room and jack are shown
- Calling Cards and Long Distance Authorization Codes will show the staff member’s name or project grant associated with the service according to our records
- Please note that location information is not available for secondary lines
Summary Detail Totals

- Box in the upper right-hand corner of the first page of the Monthly Charge Detail for each phone number contains breakdown of:
  - Local Calls
  - Long Distance
  - Monthly Recurring Charges
  - One Time Charges
  - Surcharges
  - Total

Call information

- Calls are separated by their call description
  - Local
  - Long distance
  - Toll free
- Previously only totals were given for local calls, you now see all local call detail
- You may choose to sort local call data out by using the CSV format
Summary of monthly rental

- Description of any monthly recurring charges that applied to this service during the billing period

CSV format

- Do you want to open or save this file?
CSV format

The data can be sorted by:
- Call Description (Use to eliminate local calls)
- Duration
- Amount Billed
- Service Type
- Chartcom
- Phone Number and cut and paste the data into an email to be sent to staff

Note: Telephone numbers with multiple locations will not display a location
Logout

- To end the session, just click on Logout at the bottom of any screen

How can I get additional assistance?

- Call 734-763-2000 option 3 to speak with a Billing Specialist
- Email itcombill@umich.edu
- Access “How to Use” on the Main Menu
Your feedback

- We want to thank you for taking the time to review the new ITCom Monthly Charge Detail PowerPoint demonstration
- We would greatly appreciate your feedback

Thank you

- Your responses will enable us to know if we are meeting your needs and what we can do to further improve our Online Service Center

Thank you,
The Business Services Group