

Applies to: The WUSM Campus

GUIDELINES:

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Author: Physical Planning

PURPOSE:

To describe the process and provide the contact information for running new or activating existing phone and data lines (network connections.) To describe the process and provide the contact information for setting up secure wireless accounts and activating secure wireless.

Please Note: There are fees associated with the installation, activation and use, and the fees can be preplanned and built into the project or absorbed by the department upon their request. The process may vary building to building. The contacts listed below will be able to provide more specific information, and the planner and project manager must include this in their project planning efforts, or they can be managed by the FMD Move Planner if assigned as a subproject.

DEFINITIONS:

N/A

PHONE:

New Phone Lines

Two weeks before required use (Note: There are varying fees for installation based on the amount of time given for installation.) You may log onto BJs ServiceNow <https://bjcprod.service-now.com/navpage.do> or call 314-362-2888.

WUSM employees will need to logon with their domain name\username to get in, i.e "medpriv\sykesr"

Once in select "Requests", "Phone", "Phones and Devices" and then select the service required.

You will be asked for

- Department Approval
- Funding Source
- Date Required
- Location
- Number of Lines Needed

Additional information may be found at

<https://citservices.wusm.wustl.edu/UserServices/newemployeepackage/Pages/Overview.aspx>

Activation of Existing Phone Lines
Similar to above.

DATA:

New Data Ports (network connections)

Two weeks before required use contact Central Information Technologies, Sheila Dolan 314-747-2908, dolansh@wusm.wustl.edu with the following information

- Department Account Information
- Department Contact Information
- Number of lines needed
- Location of lines needed – a technician can walk the space with you if desired.

Existing Data Ports (network connections)

One week before required use contact Central Information Technologies, Sheila Dolan 314-747-2908, CITServiceDesk@wustl.edu with the following information

- Department Account Information
- Department Contact Information
- Number of lines needed
- Line ID numbers – a technician can walk the space with you if desired.

SECURE WIRELESS:

Setting up the Account

You may use the link below to set up a new Secure Wireless Account

<https://citservices.wusm.wustl.edu/UserServices/newemployeepackage/Pages/Overview.aspx>

Activating the Secure Wireless

Two weeks before required use contact Central Information Technologies Account Management thru the Central IT Service Desk, 314-362-7798, CITServiceDesk@wustl.edu with the following information to activate the account.

- Department Account Information
- Department Contact Information