NUIT Tech Talk
CONDUITS Online

Subscriber Service Model Update

January 16, 2007
Agenda

• Definitions
• Why is the subscriber service model changing?
• How will billing reports change?
• How will ordering change?
• Questions
Definitions

• Subscriber – person or entity that services are associated with. Three types:
  – **Individual Subscriber** is an individual with a NetID
    • Ex: Wildcat, Joe – NetID joe123
  – **Supplemental Subscriber** is an entity with a supplemental identifier, such as a conference room
    • Ex: SUP-Conference Room, 1800 Sherman 206
  – **Summary Subscriber** is an entity that equates to a department
    • Ex: IT Management Systems, Summary SubscriID – NetID supp02617
Why is the model changing?

- To better serve NUIT customers
- To streamline process
- Customer feedback
- Software vendor recommendations
How will billing reports change?

• All phone lines will belong to the departmental summary subscriber
• Voice and voicemail charges will be found under the departmental summary subscriber
• For example, Joe Wildcat - Purple Department, x1-5555 will be viewed under the Purple Department not under Joe Wildcat
• Change will be reflected on the February 2007 billing reports
### Current Model

**Subscribers**

<table>
<thead>
<tr>
<th>Description</th>
<th>Category</th>
<th>Usage</th>
<th>DATE</th>
<th>Time</th>
<th>HH:MM</th>
<th>CoS</th>
<th>CoL</th>
<th>Duration</th>
<th>PKG</th>
<th>DS</th>
<th>Rate</th>
<th>Charge</th>
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**Information Technology**

[Logo: Northwestern University]
How will ordering change?

• When placing orders, you will need to provide:
  – Departmental summary subscriber
  – User name and Net ID or phone name
    • Ex. Joe Wildcat, NetID joe123 or Conference Room
Welcome to CONDUI TS Online! Authorized users may log in with their NetID and password.
For a complete list of individuals authorized to view billing reports, please consult CONDUI TS Billing Contacts.
For a complete list of individuals authorized to request services on behalf of their department, please consult CONDUI TS Work Order Contacts.

NetID: 
Password: 
Login

CONDUI TS Online supports Firefox 1.0x for Windows, Mac OS X 10.3 x and Linux; and Internet Explorer 3.5 or higher for Windows.
### Summary Subscribers

**Work Order Contact List**

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Department/Office</th>
<th>Contact Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>DD000506</td>
<td>ADMIS-OITOE</td>
<td>Michael May Gilles</td>
<td>(847) 491-8486</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lily Strong</td>
<td>(847) 491-3289</td>
</tr>
<tr>
<td>DD000505</td>
<td>ADMIS-Classroom Renovation</td>
<td>Michael May Gilles</td>
<td>(847) 491-6466</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lily Strong</td>
<td>(847) 491-3289</td>
</tr>
<tr>
<td>DD000503</td>
<td>ADMIS-Office of Financial Aid Chicago</td>
<td>Effie Rematt</td>
<td>(312) 503-8583</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sheila Hodges</td>
<td>(312) 503-2166</td>
</tr>
<tr>
<td>DD000501</td>
<td>ADMIS-Office of Undergraduate Admission</td>
<td>Alicia Trujillo</td>
<td>(847) 491-0012</td>
</tr>
<tr>
<td>DD000502</td>
<td>ADMIS-Office of Undergraduate Financial Aid</td>
<td>Tim Westham</td>
<td>(847) 491-8459</td>
</tr>
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<td></td>
<td></td>
<td>Michael May Gilles</td>
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<td>Lily Strong</td>
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<tr>
<td>DD000504</td>
<td>ADMIS-Office of the Registrar</td>
<td>Bill Berry</td>
<td>(847) 491-8459</td>
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<td>Michael May Gilles</td>
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<td>Lily Strong</td>
<td>(847) 491-3289</td>
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<td>DD000501</td>
<td>ADMIS-SIS ITS</td>
<td>Tanh Hasan</td>
<td>(847) 491-3922</td>
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<td>Steve Kahrus</td>
<td>(847) 491-1110</td>
</tr>
<tr>
<td></td>
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<td>Lily Strong</td>
<td>(847) 491-3289</td>
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Questions?
Winter Quarter 2007 Tech Talks

Save the date!

January 24: Data Security at Northwestern
January 31: Windows Vista Preview
February 7: Data Security at Northwestern

University Library, Forum Room, Noon – 1 p.m.