

## **Service Desk ACD Agreement Between Computing and Business Services**

In support of the CD/Service Desk Automatic Call Distribution network installed in the BSS/Telecommunications Equipment Room (located at the 1<sup>st</sup> landing of the Wilson Hall SW stairwell), Computing Division and Business Services agree to the guidelines outlined below.

Computing Division and their vendor, Black Box Network Services will be responsible for:

- Procuring and installing an Automatic Call Distribution (ACD) network which is Centrex compatible and maintaining the network up to and including the D-Marc point ONLY. All aspects of the specialized ACD phone instruments will also be the sole responsibility of Computing.
- Installing and maintaining the necessary fiber optic network connection between the ACD network box and the 8<sup>th</sup> floor of Wilson Hall.
- Routinely arranging subcontractor safety training and site access for any authorized vendor needing access to the ACD network.
- Providing Telecom with a courtesy notification when access to the Telecom Equipment Room is necessary.

Business Services Section will be responsible for:

- Providing dial-tone and cable pair continuity from the ACD's D-Marc extending through the Centrex 5ESS switch and on up to, but NOT including, the individual desktop stations (phone instruments).
- Providing (with the assistance of AT&T) an appropriately configured multi-line hunt group (consisting of 10 lines) which will permit inbound access to the Service Desk attendants.
- Providing access to (1) 120 volt outlet which is attached to the Wilson Hall building generator for back-up power.

The Telecommunications Equipment Room (Quarter Room) may be accessed by:

- (8:00 – 4:30, Monday thru Friday) Contacting the Telecom Manger (ext. 4550) or visiting the Quarter Room if a Fermilab phone technician is present.
- (All Other Hours) Following the established procedure for signing out the key from the ComCenter/Dispatch Office. Employees of Fermilab's CD/LSC/CSI/Service Desk group (including, but not limited to Jack Schmidt, Eileen Berman and Tom Bozonelos) or a Black Box Network Services employee (escorted by a CD/Service Desk employee) will be granted access without prior authorization from BSS/Telecom. However, at the discretion of the ComCenter, the Telecom Manager may be notified at the time entrance is permitted.

The effective date of this agreement is May 14, 2004. Any changes to the agreement should be made in writing with appropriate notification to both parties.

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Victoria White, Computing Division  
12/30/09

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David A. Carlson, Business Services Section  
12/30/09

cc: William Flaherty, BSS/ComCenter

Shared Items/Telecom Procedures/CD ACD Help Desk Agreement

