



The New Order IT: Transitions in ordering and billing

IT Services Ordering and Billing



Agenda

- Project Goals
- Project Phases
- Demo: Ordering mobile devices in the New OrderIT
- Billing and Reporting – where to find your reports
- Demo: Billing Report in OBI



The *new* OrderIT: Project Overview

Goal:

- Implement Next Generation Work Order & Billing System
 - Replace ITS ordering and billing systems with new systems
 - Create a user-friendly ordering portal
 - Integrate with Oracle E-Business Suite: Enterprise Asset Management, Inventory Management, Property Management, Grants, etc.
- Improve and simplify the ordering experience
 - Provide Web forms resulting in well-formed order
- Process improvements
 - Integrate with other ITS systems
 - Leverage data from existing systems

The *new* OrderIT – Project Phases

Ordering cuts over in phases:

Pilot Phase: Law and DAPER piloting Voice ordering forms.

Phase 1: Cable TV (completed 12/4/12) 

Phase 2: Cell Phones and Pagers (Launches 2/28/13 at 8 a.m.) 

Phase 3: Everything Else (May 2013) 

Billing/reporting cuts over in parallel. First billing statement available one month after the ordering cutover.

Example: Cable TV ordering cut over in December. First billing statement available in January.

Transitioning from Old to New

- OrderIT.stanford.edu directs traffic.



The screenshot shows the Stanford IT Services website. At the top, there is a dark red header with the text "Stanford | IT Services". Below the header, the main content area has a white background with a dark red border. The title "Service Ordering Changes" is in a dark red serif font. Below the title, a paragraph of text in a dark grey sans-serif font reads: "February 28, 2013. Cellphone and mobile device ordering has moved to the new IT Services Ordering Portal. Cable TV ordering moved in December, 2012. Other services remain in the old ordering system until later this year." There are two prominent buttons: a dark red one with the text "Cable TV" and "Cell Phones & Mobile Devices" and a right-pointing chevron, and a gold one with the text "All other IT services" and a right-pointing chevron. Below these buttons, a horizontal line separates the "Service Ordering Changes" section from the "Billing Reports" section. The "Billing Reports" section has a dark red title and a paragraph of text in a dark grey sans-serif font: "During the transition from the old to new ordering systems, billing reports will reside in two locations. See the [Billing & Reports Summary Table](#)." At the bottom of the page, there is a small copyright notice: "© Stanford University. All Rights Reserved."

Stanford | IT Services

Service Ordering Changes

February 28, 2013. Cellphone and mobile device ordering has moved to the new IT Services Ordering Portal. Cable TV ordering moved in December, 2012. Other services remain in the old ordering system until later this year.

Cable TV
Cell Phones & Mobile Devices >

All other IT services >

Billing Reports

During the transition from the old to new ordering systems, billing reports will reside in two locations. See the [Billing & Reports Summary Table](#).


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Demo

Mobile Device Ordering



Key Tips

- Required fields have a red asterisk *
- Use First Name OR Last Name OR SUNet when searching for contacts.
 - Last name, first name will not work!
- Hover over text next to  icon to see additional tips or definitions.



Billing and Reporting

Billing transition

- Billing cycle changes from the 24th of the month
- Bills are the first through the last day of the month
- Postings from both systems shown in Expenditure Statement

Reporting split for FY13

- OBI detailed reporting will be available for transitioned services
- Use the old OrderIT detailed reporting for services not yet moved

Reporting Matrix


Billing Period	Cable TV	Pagers	Cell Phones & Mobile Devices	Remaining Services
September 2012 & prior	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
October 2012	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
November 2012	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
December 2012	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
January 2013	bi.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
February 2013	bi.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
March 2013	bi.stanford.edu	orderit.stanford.edu	orderit.stanford.edu	orderit.stanford.edu
April 2013	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu	orderit.stanford.edu
May 2013	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu	orderit.stanford.edu
June 2013	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu
July 2013	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu
August 2013	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu	bi.stanford.edu

Demo

Client Billing Report



Key Tips

- Navigate to **Catalog>Shared Folders>ITS Reports>ITS Clients** and select the **Billing Detail** report.
 - After the first time, you can select it from the “Recent” section on the home page at bi.stanford.edu
- When you export, select **Data>Tab delimited Format**
- Use the arrows  to sort quickly by column



Help and Resources

To order any services or run reports in the old OrderIT, go to <http://orderit.stanford.edu>.

To run the new billing report, go to <http://bi.stanford.edu>.

For more information:

<https://itservices.stanford.edu/service/its-ordering>

For Help, submit a HelpSU Request:

<https://helpsu.stanford.edu/?pcat=orderit>

Or call 5-HELP (For **SHC**: call 4-HELP)