

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)



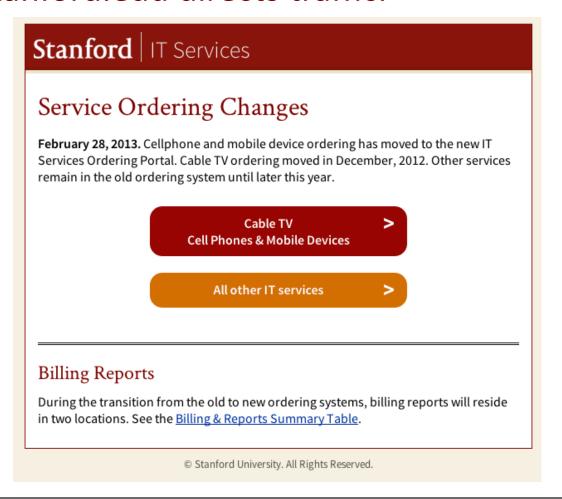
Billing/reporting cuts over in parallel. First billing statement available one month after the ordering cutover.

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



Transitioning from Old to New

OrderIT.stanford.edu directs traffic.



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 <u>results</u> 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)