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
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.

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

<table>
<thead>
<tr>
<th>Billing Period</th>
<th>Cable TV</th>
<th>Pagers</th>
<th>Cell Phones &amp; Mobile Devices</th>
<th>Remaining Services</th>
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<tbody>
<tr>
<td>September 2012 &amp; prior</td>
<td>orderit.stanford.edu</td>
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<td>bi.stanford.edu</td>
<td>bi.stanford.edu</td>
</tr>
</tbody>
</table>
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
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)