



Georgia Enterprise Technology Services

A service of **gta**



# AT&T Requirements for Moves and New Building Locations

Feb 13<sup>th</sup>  
2020

# Understanding AT&Ts requirements for Moves and New Building Locations

- AT&T Intervals
  
- Technical Solution Design
  - Site Surveys
  - Cabling and Project Work
  - Unknowns
  
- Customer Checklist
  - New or Renovated Buildings
  
- Support for Escalations/Concerns

# AT&T Intervals for Moves

- Majority of the agency moves are simple Voice Line moves within the same building, and are handled as a work order with a 7-15 day interval.
- If Data lines are required, an additional 30 -120 days are added.
- There are some unknowns that can add additional time to the interval.

*\*All customer requirements must be provided before start of intervals.*

# Technical Solution Design

AT&T needs to be involved/engaged as soon as the agency has been notified by SPC, so we can determine size of Telcom room, cabling requirements, permits required, etc and meet the targeted move date

The Agency submits a request to begin engagement when work is required.

- Existing Building:

- Site surveys are required when AT&T records reflect that facilities do not exist, or are inadequate for the ordered circuit

- New Buildings:

- The agency should reach out to AT&T to understand the requirements needed in the new building. AT&T Regional Engineers can help make sure GTA and State Standards are followed. A Certificate of Occupancy is required prior to equipment installation at the location, however work is done in parallel with site surveys, ordering circuits, etc. to meet the targeted date.

The site survey involves:

- AT&T Engineer will reach out to the agency requestor, visit the site, review the work needed, work with AT&T planner to determine what needs to be built. A letter is then sent with requirements/responsibilities of the agency. Interval: 1 to 3 weeks after request received; depending on the complexity of the work involved.
- Agency must complete the customer responsibilities prior to AT&T beginning the cabling work.

# Technical Solution Design

- AT&T Cabling Interval: 7-35 business days depending on size of project
- Switch and Router orders placed. Interval: 45 days
- Voice orders placed to install/move dial tone and telephone equipment. Interval 7-15 days depending on type of service and number of lines.
- Schedule for installation and turn up of router and switch to be coordinated with the customer. Interval: 5-7 days after circuit is turned up
- When proposals are involved, approvals are required before orders are placed
- Unknown discoveries:
  - Additional Fiber builds
  - Independent Telephone Company territories and requirements/intervals
  - DOT permits are required (i.e.: Cabling under highways, railroads, etc, this may take several months working with various utilities involved.)

## Next Steps

Monthly cadence meetings between SPC and all involved parties to review upcoming moves

Align scheduled milestones to identify when AT&T Requirements Gathering/Specialized Solution Request engagement should occur

# Backup Slides

- Customer Checklist
- Support for Escalations/Concerns

# Customer Checklist- New Buildings or Renovated Buildings

- Will building require New Cable facilities from the street to the building?
- Is Telecom Room Ready & Available?
  - Electrical Power
  - UPS
  - Grounding
  - Conduit for Entrance facilities
  - Backboard for Demarcation
  - HVAC Systems
  - Adequate rack space
  - Fiber connectivity to multiple buildings if needed, and if AT&T is not providing
- Note: Correct 911 Street address ( if Campus environment the Building name or number) – this is the responsibility of the contractor with new building or renovations. – Orders for service cannot be placed until the local planning and zoning boards have contacted the E911 database staff to load the new address.



# Support for Escalations or Concerns

Agency Relationship Manager Organization, as of  
12/17/2019



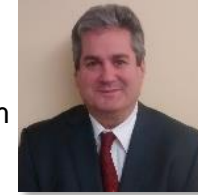
**Carter Hatcher**

ARM Director  
Carter.hatcher@capgemini.com  
(404) 310-2744



**Brendan Keegan**

Agency: DDS  
brendan.keegan@capgemini.com  
(678) 232-0771



**Terry Laman**

Agency: DJJ  
terry.laman@capgemini.com  
(404) 834-6995



**John Blaho**

ARM Operations Lead  
john.blaho@capgemini.com  
(847) 494-2002



**Sessen Abera**

Agency:  
Sessen.Abera@capgemini.com  
(404) 463-2063



**Ricky James**

Agency: GDC & DCH  
ricky.james@capgemini.com  
(404) 245-2903



**Shaun Behunin**

Agency: DBHDD & GBI  
shaun.behunin@capgemini.com  
(404) 769-2748



**David Woodward**

Agency: DOR  
david.a.woodward@capgemini.com  
(678) 859-9778



**Paul Stamey**

Agency: DPH  
kenneth.stamey@capgemini.com  
(404) 463-1609



**Paul Sanders**

Agency: OPB & DOR  
paul.sanders@capgemini.com  
(678) 296-9532



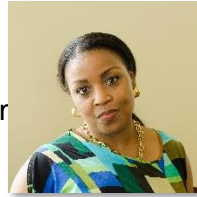
**Julie Marosi-Hartwell**

Agency: DNR & SAO  
julie.marosi-hartwell@capgemini.com  
(404) 463-2077



**Mayra Krause**

Agency: DHS & GTA  
mayra.krause@capgemini.com  
(973) 771-8902



**Karen Branson**

Agency: Regional Lead  
karen.branson@capgemini.com  
(912) 210-0831



**Carrie Chau**

Vendor Change Manager  
carrie.chau@capgemini.com  
(502) 594-5520



**Gigi Benson**

Agency: DOAS & DHS  
Mary.Benson@capgemini.com  
(678) 619-9511



**Cynthia Sech**

Agency: Atlanta Regional  
cynthia.sech@capgemini.com  
(404) 263-7137



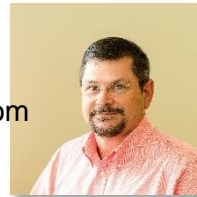
**Aste Hemmitt**

Training Manager  
aste.hemmitt@capgemini.com  
(404) 463-0926



**Brandon Payne**

Agency: DHS  
brandon.payne@capgemini.com  
(850) 982-7150



**Phil Rentfrow**

Agency: Regional  
phil.rentfrow@capgemini.com  
(770) 608-9098



**Sharmelle Brooks**

Communications Manager  
sharmelle.brooks@capgemini.com  
(404) 463-0610



**Michael Carrick**

Agency: Regional  
michael.carrick@capgemini.com  
(706) 575-2295



Questions?