The Telecommunications Ordering Process (Future State) describes how telecommunication products and services Work Orders are initiated, and completed.

1. You log into TelMaster Application
2. You receive system generated Work Order receipt confirmation
3. You log into TelMaster to review Service Delivery Date

A. You create the Work Order
B. You submit Work Order and supporting documents
A. VITA reviews Work Order for completeness and accuracy
B. VITA completes Work Order and submits to Vendor
A. You receive product/service
B. Are there any issues? If no, proceed to Step 3C
C. You receive notice that Work Order has been submitted to Vendor
A. VITA completes tasks and closes Work Order

Note 1: Once logged into the TelMaster Application, and access the Simple Work Order Screen to create your Work Order(s).
Note 2: VITA’s completion of Work Orders depend on several factors; the Work Order type, ordering staff workload, and size of Work Order request.
Note 3: For more information regarding the available telecommunication products and services, please consult VITA’s website and search for TEBS.
Note 4: If an issue occurs, contact VITA’s ordering team for assistance by emailing TCS@vita.virginia.gov.

Legend:
- Information Received
- VITA
- Customer
- Target Time; NTE = Not to Exceed

Note: NTE Time is Measured in Working Days