

Delivery lead times for commonly requested GETS services

To help customers plan ahead when considering their IT and telecom-related service needs, IBM and AT&T are offering general guidance on **service delivery lead times** for a selection of the most frequently requested services. See the listings below. *Note: Estimated delivery lead times are calculated from the point that an order is accepted (when all requirements are verified by customer and service provider) unless otherwise noted.*

Infrastructure services	Lead time (business days)
Create TSO userIDs (mainframe access)	3-5
Perform workstation break/fix	2-4
Create mappings to workstation printers or file systems (less than 9)	3-5
Install new workstation software (after delivery of workstation)	3-5
Install individual workstation (after delivery of workstation)	3-5
Perform single workstation office move	3-5
Perform project (more than 9) workstation office move	8-12*
Implement simple firewall change	10-15
Implement complex firewall change	15-20

*Or as negotiated with requesting agency as part of move project plan

Managed Network Services (MNS)	Lead time (business days)
VOICE	
Centrex/Key System/PBX Analog: 1-9 Lines	7
Centrex/Key System/PBX Analog: 10-19 Lines	10
Centrex P-Phone: 1-9 Lines	10
Centrex P-Phone: 10-19 Lines	15
ISDN Telephone: 1-5 Lines	15
Feature Changes on Voice Line	5-7*
Voicemail Password Reset (Unified Arts Only)	3
Voicemail Change/Add/Delete to Existing Line	5-7*
Existing Auto-Attendant Change (Unified Arts)	10
Toll-Free Service (Simple)	5
Audio and Web Conferencing	5
DATA	

VPN UserID	7
Complex Data Software Change	30*
Simple LAN Port Activate	7
Complex LAN Port Install (includes switch add & configuration)	45
MISC.	
Call Center Seats	
Simple Change	15
Add CRM only	15
Circuit or Transport Order (e.g. T1, T3, T45, DSL, Metro E, PRI T1)	45*
Requests For Solution (RFS)	individual case basis

* Depends on complexity of request

Note: Generally, the more complex your requested service, the longer the lead time you should allow. Factors affecting complexity include the number of lines or locations, the area being served, bandwidth required and quantity needed.

Need more information? Contact your GTA Service Delivery Consultant. If you don't know your SDC, go to GTA's Web site at www.gta.georgia.gov, and select "Find your Service Delivery Consultant" at the right side of the homepage.