

Illinois Department of Central Management Services
Customer Service Center (CSC)

120 West Jefferson Street
Springfield, IL 62702-5103

Theresa Starling, Manager

(800)-366-8768

(800) - FON-TROUble

(217) 524-4784 (Springfield)

TTY: (866) 277-5669

Telephone Menu

Option 1 – IT Help Desk

Enter 2-digit agency number, or press #1 to hear a list of agency numbers:

11 - DHS	16 - DES	20 - DFPR
12 - HFS	17 - REV	21 - AGR
13 - CMS	18 - EPA	22 - DNR
14 - DOT	19 - DCEO	23 - Ethics Training
15 - DPH		

Option 2 - ICN or Communications Management Center

Option 3 - Video Conferencing Services

Option 4 - All Other Telecom Repair and Support Issues

1	IWIN Services
2	Wireless: including Cellular, Paging and Blackberry Repairs and ESN Changes
3	Data Circuits and other Data Communications
4	Telephone Repairs (other than Wireless)

Option 5 - Purchase New Telecommunications Products or Service

1	IWIN Services
2	Wireless: Including Cellular, Paging and Blackberries
3	Data Circuits and other Data Technologies
4	Voice/Telephone Services (other than Wireless)
5	Video – New Service or to Change Existing Service

FAX Numbers

CSC	(217) 524-0755
Admin	(217) 557-2960

CSC WORK GROUPS

WORK GROUPS	QUE VDNS - Phones
Calling Cards	14221
Cellular Ordering	14225
Cellular Repair	14215
CMC – Chicago	14270
Data Ordering	14222
Data Repair	14212
Ethics	Use Agency IT Support
ICN/Tech Support Repair	14270
Information Technology Support	14913
Agriculture	14910
CMS/CMS Supported Agencies	14902
DCEO	14908
DES	14905
EPA	14907
DFPR	14909
HFS	14901
DHS	14900
DNR	14911
DPH	14904
Revenue	14906
DOT	14903
Internet Repair	14270
IWIN Ordering	14223
IWIN Repair	14213
Paging Ordering	14225
Paging Repair	14215
Videoconference Ordering	14294
Videoconference Repair	14294
Voice Ordering	14221
Voice Repair	14211

CSC Management

Theresa Starling	CSC Manager
Office:	(217) 782-1223
Mobile:	(217) 836-6191
eMail:	Theresa.Starling@illinois.gov
Linda Biddle	Admin Support
Office:	(217) 524-0594
eMail:	Linda.Biddle@illinois.gov

Telecommunications Service Desk

Vacant	Ordering Manager -Voice, Data, IWIN, Wireless (Paging, Cellular, Blackberry)
Office:	
Mobile:	
eMail:	
Ken Smith	Repair Desk Manager
Office:	(217) 524-5033
Mobile:	(217) 836-5545
eMail:	Ken.Smith@illinois.gov
Alex Jones	Telecom Procurement Manager
Office:	(217) 557-8334
Mobile:	(217) 836-4417
eMail:	Alex.Jones@illinois.gov
Nancy Diefenback	Quality Assurance Manager
Office:	(217) 782-9509
Mobile:	(217) 720-2570
eMail:	Nancy.Diefenback@illinois.gov

Information Technology Service Desk

Thomas Seagraves	Service Desk Manager
Office:	(217) 524-0574
Mobile:	(217) 299-6731
eMail:	Tom.Seagraves@illinois.gov
Billy Foster	Service Desk Supervisor (AGR, DHS, DNR, DOT, DPH, EPA)
Office:	(217) 557-4976
Mobile:	(217) 720-9135
eMail:	Billy.Foster@illinois.gov
Keith McVay	Service Desk Supervisor (CMS, DCEO, DFPR DHS, HFS, REV)
Office:	(217) 782-1242
Mobile:	(217) 720-9136
eMail:	Keith.McVay@illinois.gov
Jackie Townsend	Chicago - Service Desk Supervisor (DES, DFPR)
Office:	(312) 793-9216
Mobile:	(312) 533-0720
eMail:	Jackie.Townsend@illinois.gov

CSC Service Desk Agents

**Telecom Ordering - Voice, Data, IWIN,
Wireless Services (Cellular, Paging, Blackberry)**

Vacant, Ordering Manager

Option - 5

Last Name	First Name	Phone
Alsup	John	(217) 785-7566
Beagles	Richard	(217) 524-1049
Beckman	Michael	(217) 524-8484
Bray	Jim	(217) 785-1328
Brinkley	Eugene	(217) 524-5496
Brooks	Twana	(217) 782-8885
Cappellin	Lorraine	(217) 524-0748
Cooley	Tracy	(217) 558-4856
Dandridge	Wally	(217) 557-1652
Daniele	Cindy	(217) 782-9495
Dearing	Russell	(217) 524-0011
Klies	Larry	(217) 524-4793
LaMaster	Betsy	(217) 524-9205
Lee	Theodore	(217) 524-3316
Moss	Ellen	(217) 782-9505
Nelson	Sandy	(217) 785-7512
Patton	Chad	(217) 524-1050
Schmid	Jeff	(217) 557-8788
Vinson	Joel	(217) 524-0932

CSC Service Desk Agents

Telecom Repair Desk – Voice and Data Services

Ken Smith, Repair Manager

Option - 4

Last Name	First Name	Extension
Ball	Coreen	15512
Cloyd	Ron	15507
Cook	Joyce	15508
Cook	Tracie	15555
Flannery	Max	15520
Gioscio	Michael	15511
Lynch	Lee	15513
Miller	Edwin	15510

Telecom Procurement – Pricing and Recommendation of Service Offerings

Alex Jones, Telecom Procurement Manager

Last Name	First Name	Phone	Mobile Phone
Aguilar	George	(217) 785-8665	
Burchett	Vernon	(217) 785-9033	(217) 299-7082
Doerfler	Carol	(217) 524-1000	(217) 299-7079
Fedor	Ed	(217) 524-9911	(217) 299-7085
Freimuth	Richard	(217) 785-9211	(217) 299-7081
Lechowski	Tim	(312) 814-5889	(312) 590-9642
Nuss	Rick	(217) 524-4794	(217) 299-7084
Patterson	Joe	(217) 524-0808	(217) 299-7080
Russell	Betty	(217) 785-4441	(217) 720-3260

Quality Assurance – Verifies CSC and Vendor Performance

Nancy Diefenback, QA Manager

Last Name	First Name	Phone	Mobile Phone
Kaye	Mark	(217) 524-5032	
Rothman	Mick	(312) 814-2966	
Thomas	Marvin	(217) 524-5028	
Wasilewski	Gary	(217) 557-8000	(217) 299-7083

CSC Service Desk Agents

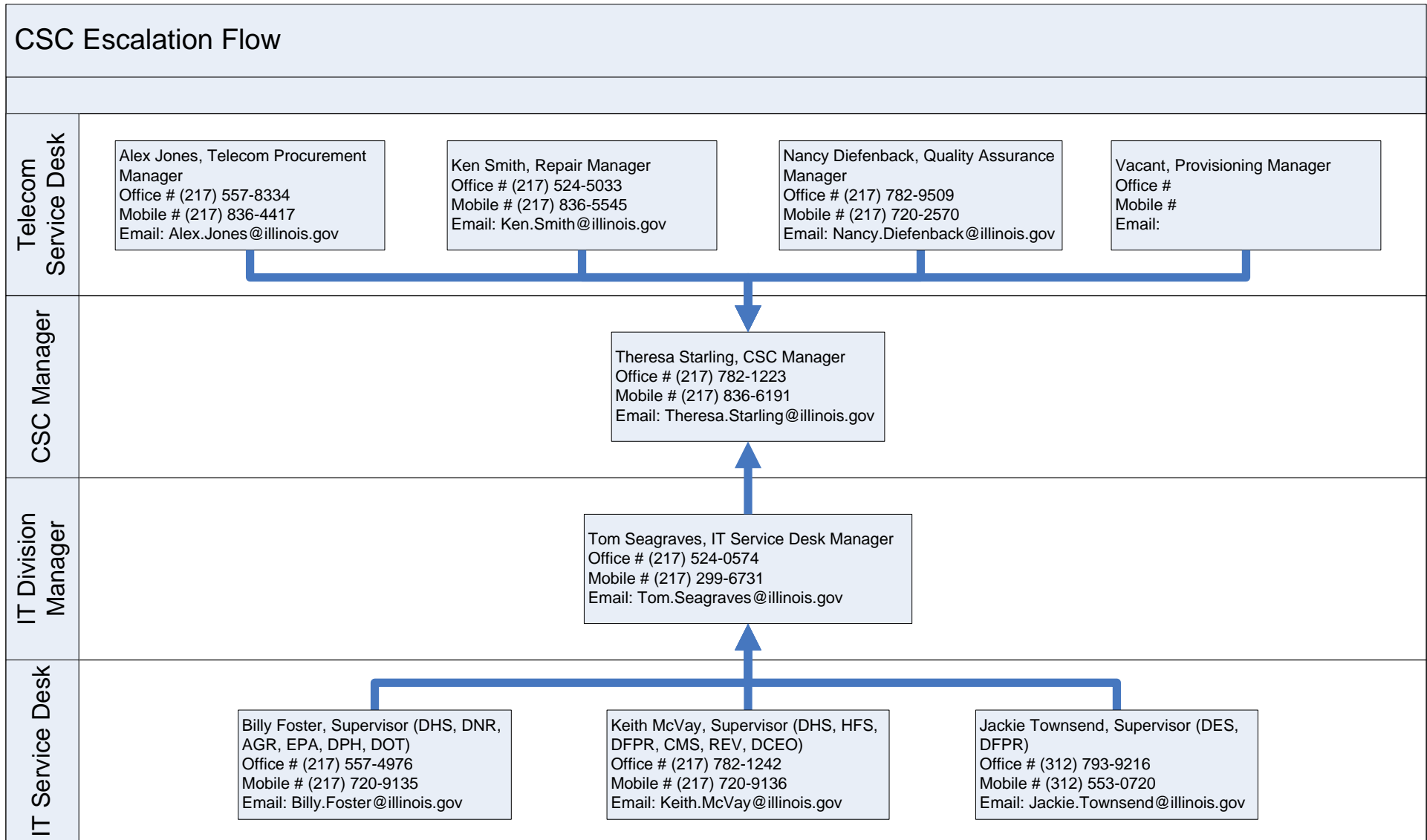
IT Ordering and Repair

Thomas Seagraves, IT Service Desk Manager

Option - 1

Last Name	First Name	Phone	Primary Agency	Team
Armstrong	Jim	(217) 785-1202	DHS	Team F
Brewer	Ken	(217) 557-2713	DPH	Team F
Bumgardner	Pam	(217) 557-2718	DCEO	Team F
Cable	Kellye	(217) 557-2723	CMS	Team F
Calcara	Elizabeth (Betsy)	(217) 557-2711	DOT	Team F
Chapel	Lee	(217) 557-2700	EPA	Team E
Coffin	Michelle	(217) 557-2678	DHS	Team F
Cole	Pat	(217) 557-2697	HFS	Team F
Damptz	James	(312) 814-5295	DES	Team Chicago
Deal	Richard	(217) 557-2706	DHS	Team E
Dorn	Darrell	(217) 557-2686	DHS	Team F
Estes	M. Therese	(217) 557-2722	REV	Team F
Finn	Andrea	(217) 557-2692	DHS	Team F
Harris	Linda	(217) 557-2707		Team E
Jallah	Francis	(217) 557-2724	DHS	Team F
James	Jermaine	(312) 814-5300	DES	Team Chicago
Little	Tommie (Tom)	(217) 557-2708	DNR	Team E
Kindred	Robin	(217) 557-2705	CMS	Team F
Malone-Oliver	Elizabeth	(312) 814-5308	DES	Team Chicago
Manring	James (Pete)	(217) 557-2698	DHS	Team E
McAllister	Diane	(217) 557-2685	DFPR	Team F
McComb	Elizabeth (Liz)	(217) 782-1490	CMS	Team F
McFee	Joe	(312) 814-5345	DES	Team Chicago
Morrison	Kristy	(217) 557-2703	AGR	Team E
Nance	Dusten	(217) 557-2714	DPH	Team E
Resinger	William (Bill)	(217) 557-2701	EPA	Team E
Rogers	Jacqueline	(312) 814-5346	DFPR	Team Chicago
Skeels	Jeff	(217) 557-2719	CMS	Team F
Smith	Brian	(217) 557-2710	DOT	Team E
Standefer	Aggie	(217) 557-2702	DHS	Team E
Thompson	John	(312) 814-5371	DES	Team Chicago
Tyler	Lolita	(312) 814-5406	DFPR	Team Chicago
Ulm	Eric	(217) 557-2695	HFS	Team F
White	Mike	(217) 557-2699	DHS	Team E
Willows	Javene	(217) 557-2679	DHS	Team F
Zumwalt	Nathan	(217) 524-1030	DHS	Team F

CSC Escalation



Note: If direct supervisor is unavailable, escalate to supervisor in same division or designee.

Communications Management Center (CMC)

100 West Randolph Street, Suite 347A Chicago, IL 60601

(800) 366-8768

Fax: (312) 793-9128

CMC@illinois.net

(Option 2 or After Hours)

The CSC is operational 24x7. To reach CMC, call the CSC main number and choose Option 1 followed by Option 1, then 7. Calls made outside the hours 8-5 Monday through Friday will bypass the phone menu and automatically ring at the CMC.

Robin Woodsome	CMC Manager
Office:	(312) 814-9698
Mobile:	(312) 497-7472
eMail:	Robin.Woodsome@illinois.gov

Last Name	First Name
Baez	Mario
Escobar	Dave
Gersch	Ken
Kordes	Kris
Malle	Taushif
Mohammed	Azharuddin
Porter	Mike
Radogna	Jeff
Rehal	Amar
Tajuddin	Mohammed
Werrbach	Dave

Communications Management Center (CMC)

Escalation

LEVEL 1 **Technical Representative**
Phone: **(800) 366-8768 (Option 1.1.7 or After Hours)**

LEVEL 2 **Mark Hernandez**
CMC Day Supervisor
Phone: **(312) 793-9037**
Mobile: **(312) 296-1657**
Mark.Hernandez@illinois.gov

Dave Pullen
CMC Night Supervisor
Phone: **(312) 793-9027**
Mobile: **(312) 519-1422**
Dave.Pullen@illinois.gov

LEVEL 3 **Robin Woodsome**
CMC Manager
Phone: **(312) 814-9698**
Mobile: **(312) 497-7472**
Robin.Woodsome@illinois.gov

LEVEL 4 **Lori Sorenson**
Chief Operating Officer
Phone: **(217) 557-6565**
Mobile: **(217) 306-0182**
Pager: **(217) 496-3783**
Lori.Sorenson@illinois.gov

Last updated 08/17/2009 8:50 AM