



## Navigating the ITA Website for I2TS Content & Functions

November 2011

## The DTS-W website will no longer be in use, please refer to the ITA website for I2TS Telecommunication information and functions



- The ITA website is updated and I2TS Telecommunication content and functions have been fully integrated throughout the website
- This deck will provide guidance on where to find key Telecommunication content and functions on the ITA website
- Please be aware that additional updates and changes may still occur; however, the majority of I2TS content has been migrated



## Log onto the CAC-Enabled ITA site to access additional I2TS Telecommunication resources

The image displays two versions of the U.S. Army Information Technology Agency (ITA) website. The top version is the public website, and the bottom version is the CAC-Enabled website. A callout box with a white tab points to the top navigation bar of the CAC-Enabled site, indicating that this is the correct site for accessing additional resources.

**Public ITA Website**

**CAC-Enabled ITA Website**

The white tab indicates you're on the CAC-Enabled ITA website

## Browse the Resource tab for information on Training, BAC, Billing Disputes and to access the ITA Secure Web

1

2

3

4

Secure Web remained the same and is available from the same URL

U.S. Army Information Technology Agency

Resources

Products & Services

News and Events

Training

BAC Management Information

IT Secure Web Billing

Billing Disputes

Doing Business with ITA

Feedback

DoD Director

A Word from ITA's Executive Director

Customer Service

ITA's Mission

Creating Connections

Complete the form below to submit billing disputes to ITA. You will be contacted by an ITA representative after your submission has been processed.

TSCO/ATSCO/Certifying Office Name: \_\_\_\_\_

BAC: \_\_\_\_\_

Billing Period: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Subscriber Telephone Number: \_\_\_\_\_

Submitter Email Address: \_\_\_\_\_

Vendor Name: \_\_\_\_\_

Describe Your Dispute Details (300 Character Limit): \_\_\_\_\_

Remaining Characters: 300

Submit



## Learn about the breadth of I2TS Telecommunication resources under the Products and Services tab

**U.S. Army Information Technology Agency**

Office of the Administrative Assistant to the Secretary of the Army

Home | About Us | Resources | **Products & Services** | News and Events | Links | Documents | Contact Us

- Billing and Funding
- ITA Service Model
- Index
- Application Services
- Cable Television
- Connectivity Services
- Data Storage, Backup and Recovery
- Desktop Support
- Messaging Services
- Server Hosting
- Service Desk Solutions
- Telecommunications
- Video Teleconferencing (VTC)

**ITA's Mission**  
Provide reliable, secure information technology services of Defense community and predominantly located within the Region.

**ITA's Vision**  
To deliver an unparalleled customer experience.

**Customers first and last...**  
ITA partners with customers in all aspects of IT support and management including:

- Acquiring products and services critical to their missions.
- Creating Service Level Agreements, Memorandum of Agreements, Memorandum of Understandings and DD Form 1144 (Support Agreement)

**For more information, please contact:**  
[ITACRM@conus.army.mil](mailto:ITACRM@conus.army.mil)

**ITA's Products & Services**  
ITA's comprehensive suite of products and services...

- Application Services
- Cable Television
- Connectivity Services

**A Word from ITA's Executive Director**

**Mr. Donald Adcock**  
Executive Director

Dear Customers and Mission Partners,

Upon my appointment as Executive Director last year, ITA defined a new vision to guide our organization: "deliver an unparalleled customer experience." You are our sole focus! We aim to provide America's war fighters, and those who support them, with the superior information technology products and services they deserve. The men and women who put their lives on the line for our freedom merit no less!

To help achieve our vision, we initiated a series of Priority Transformation Projects designed to stabilize and rebuild our Agency's foundation. These initiatives will provide tangible benefits by:

- Providing a simple interface for service requests (and follow-on support) through a consolidated and integrated customer care

**Creating Connections**

**Inventory Audit Request**

Please complete and submit the following information to request an inventory audit. Your service contract with an ITA representative after your submission has been processed.

First Name: \_\_\_\_\_  
 Last Name: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Agency Name: \_\_\_\_\_  
 BACID: \_\_\_\_\_

Interested in an inventory of:  
 Wireless Services  Landline Services  
 ITA Message  ITA Inventory  
 ITA Training  Callpage  
 Support  Callpage Manager  
 Email Message  Other \_\_\_\_\_

**Service Desk**

**Core Service**  
ITA manages customer with multiple telecommunications services provided by other ITA customers with single point of contact and single process and service that meet the mission needs of their customer agency.

Established customer with previous access ITA to:

- Provides for 24x7 customer with the benefit of providing direct and single contact point & number of choice
- Provides color and paging services with the choice of receiving direct or consolidated messaging
- ITA customers can enjoy faster billing cycles that support their specific requirements through consolidated or direct billing. It is important to note that only an Agency's program Telecommunications Service Center Officer (TSCO) is authorized to enter contracts and services that are in an Agency's Telecommunications Service Center.

**Direct Billing**  
Direct Billing is available with all ITA services unless otherwise specified. Through the direct billing system, ITA customers open their bills and services directly.

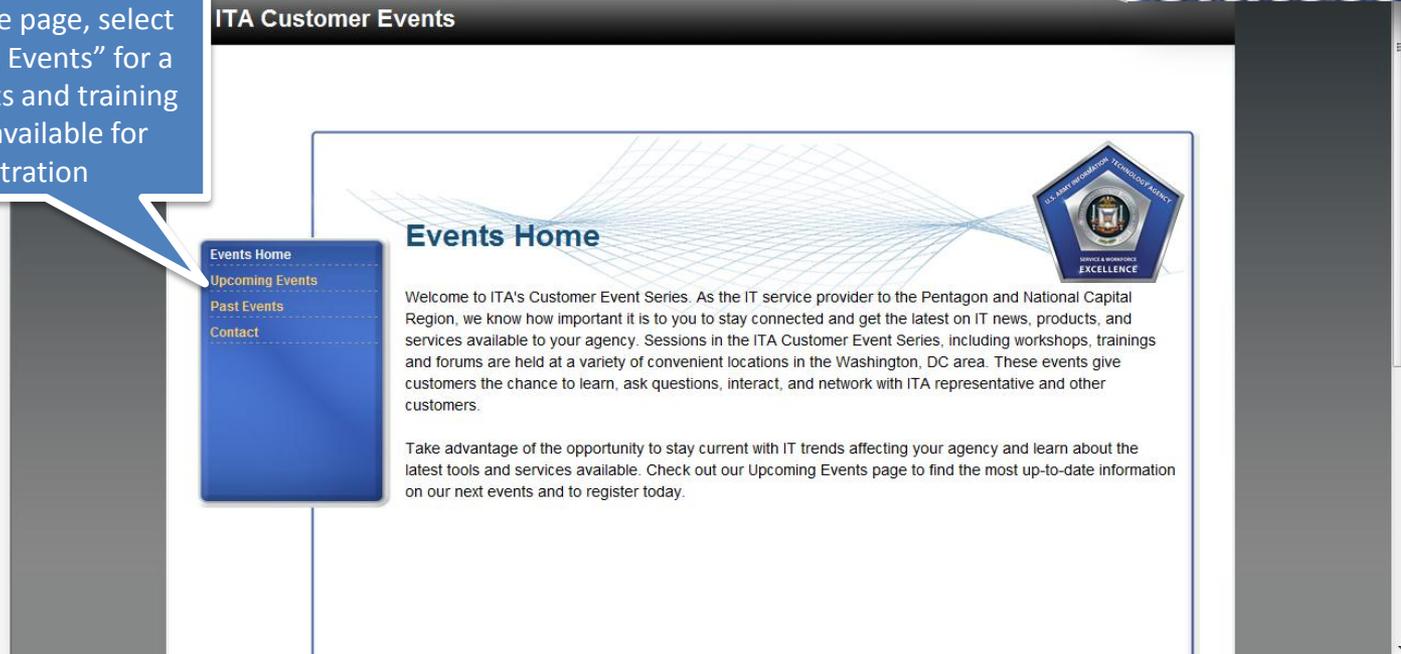
**Service Desk**  
ITA Program Management partners with customers in designing the most appropriate, implementation-oriented, highly visible, and secure tool for managing the lifecycle of the project to ensure the project is managed in the customer's best interests.

ITA project managers are available to assist customers with a variety of activities, including: State Management and Contract (SMC), Contract of Operations (COO), Project Health Reporting (PHR), Issue and Change Management (ICM) and Service Technology.

## Sign up for training or events in **Events Registrations** under the **News and Events** tab



Once on the page, select "Upcoming Events" for a list of events and training that are available for registration



## Access Telecommunication forms in the Customer Forms section under the Documents tab

The screenshot shows the US Army Information Technology Agency website. The navigation menu is open, highlighting the 'Documents' tab, which has a sub-menu with 'Customer Forms' selected. A blue arrow points to the 'Customer Forms' link in the sub-menu. Below the navigation, the 'Customer Forms' section is displayed, containing a table with the following data:

Form Name	Description
Agency Information Sheet (landline)	This form is for new/existing customers to assign primary and alternative contacts for personal account profiles in ITA's official records (i.e., TSCO, DAR and Budget Officer primary and alternative contacts).
Agency Information Sheet (wireless)	This form is to be used for wireless customers to establish a BAC and provide primary and alternative contacts for personal account profiles in ITA's official records (i.e., TSCO and Budget Officer).
Military Interdepartmental Purchase Request (MIPR)	MIPRs (DD Form 448) are the requests for materials or services on a reimbursable or direct citation basis. Availability of funds must be certified before a MIPR is issued. DoD Federal Acquisition Regulation (FAR) Supplement 253.208-1 provides instructions for preparing the MIPR. The MIPR can be found <a href="#">here</a> .
Agency Contact Information Change Form	This form is to be used by Authorizing Officers, Budget Officer, or Certifying Officer to request additions, deletions and/or modifications of account profiles and/or agency contact information in ITA's official records.
TSCO Addition/Change Form	This form is to be used by TSCOs to request additions, deletions and/or modifications of personal account profiles in ITA's official records.
Budget Officer and Certifying Officer Change Form	This form is to be used by Budget Officers and Certifying Officers to request additions, deletions and/or modifications of personal account profiles in ITA's official records.

https://secureappcac.hqda.pentagon.mil/usaita/CustomerForms.aspx

Trusted sites | Protected Mode: Off

100%



# Contact Us to discuss telecommunication services in person by submitting a Customer Site Visit Request

The screenshot shows a web browser window displaying the US Army Information Technology Agency website. The page title is "Customer Site Visit Requests". The navigation menu includes: Home, About Us, Resources, Products & Services, News and Events, Links, Documents, and Contact Us. A dropdown menu is open under "Contact Us", listing: Services Directory, Feedback, Agency Brief and ITA Tours, and Telecom Customer Site Visit Requests. A blue arrow points to the "Telecom Customer Site Visit Requests" option. Below the navigation, the main heading is "Telecommunications Customer Site Visit Requests". The text states: "ITA currently offers site visits for customers to discuss telecommunications services. Please contact us to request an in-person site visit, at your location with an ITA Representative. You will be contacted by email." The form includes fields for: First Name, Last Name, Email Address, Telephone Number, BAC(s), Agency Name, First Date Preference, and Second Date Preference. A "Submit" button is located below the form. The footer contains "Privacy and Security Policies", "US Army Information Technology Agency" contact information (6607 Army Pentagon, Room ME882, Washington, DC 20310-6607, Email: ITACRM@conus.army.mil), and "Related links" (OAA, EEO, Army.mil, Site Map, USA.gov).

