

Service Delivery Lead Times for GETS Customers

To help customers plan ahead when considering their IT- and telecom-related service needs, our service providers, 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.*)

Infrastructure services	Lead time (business days)
Create TSO userIDs (mainframe access)	2-3
Create VPN userIDs (remote access)	2-3
Workstation break/fix	2-4
Create mappings to workstation printers or file systems	3-5
Install new workstation software after procurement	3-5
Single workstation office move	3-5
Project (more than 9) workstation office move	8-12
Implement firewall change	8-12

Managed Network Services (MNS)	Lead time* (business days)
Simple voice line moves/changes for up to 20 lines	7-10
Simple telecom software changes (e.g. features/configuration)	5-10
Simple LAN port activation	5
Complex technologies (e.g. ISDN) up to 5 lines	17
Complex data software changes (e.g. static route, IP addressing)	up to 30
Hardware orders (e.g. routers, switchers)	30-45
Circuit or transport orders	25-45

**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? Agencies' authorized users can access more information on service delivery lead times directly from the Service Catalog (OrderNow!). Information is also available through 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.