Tech Alert

from the Customer Delivery Division

"Your Gateway to Technology Services"

STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY

TA 15-11: Customer Naming Standards

ATTENTION: All Department of Technology Customers
ACTION REQUESTED: Information Only
EFFECTIVE DATE: Mid-May 2015

Background:

The Department of Technology tracks customer information in many different applications and databases. To ensure consistency in how customer names are displayed in the various applications and databases, we are standardizing the names used for customer organizations across all of our systems.

Changes:

As we implement standard customer naming conventions, customers will see a change in the display on their monthly invoice in the CalTABS system. For example, the customer name will now appear in mixed upper/lowercase lettering and will show the department name first, followed by "Dept of", "Agency", "Board of", or another appropriate organization designation. Below is an example of the current and new name display on the CalTABS invoice:

Current: DEPARTMENT OF TECHNOLOGY
New: Technology, Dept of

This change will allow us to integrate data from multiple systems in order to generate and create comprehensive reports.

Requested Action:

None.

Effective Date:

The customer naming standards will be updated for the April 2015 invoices in the CalTABS system, which will be available in mid-May 2015.

Contact:

If you have questions or need further clarification, please contact your CalTech Account Lead by using the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5476.