



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 55.02, **Telephones, Telephone Systems, Equipment, and Services**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center Operating Policy and Procedure (HSCEP OP) is to set forth a policy to govern VoIP related equipment and services and legacy voice, hereby referred to as voice infrastructure, at all TTUHSCEP campus. Communication Services (CS) is responsible for providing services to meet the voice needs of all TTUHSCEP students, faculty and staff.

REVIEW: This HSCEP OP will be reviewed on May 1 of each even-numbered year (ENY) by the Chief Information Office (CIO) for TTU System (TTUS) and the CIO for TTUHSCEP, with recommendations for revisions submitted to the Chief Operating Officer and Chief Financial Officer, or designees by May 15.

POLICY/PROCEDURE:

Communication Services (CS) is responsible for planning, implementing, maintaining, modifying, upgrading, and terminating equipment and services on the voice infrastructure at all TTUHSCEP campuses. The voice infrastructure includes, but is not limited to, fiber optics and copper cabling, voice mail servers, call center servers, blue light phones, elevator lines, and fax lines. Modifications to the voice infrastructure are prohibited (including components purchased with grant funds) without prior approval by CS. Problems experienced with any of these services should be reported to the IT Solutions Center at (806) 743-1234.

CS maintains contracts with external vendors for the purposes of providing Public Switched Telephone Network access and additional voice related services. All requests for goods and services through these contracts shall be made through CS. If a department's needs cannot be met by the existing infrastructure, CS will work with the department and outside vendors to develop effective and compatible alternatives. Departmental deployment of subscriber based VoIP service, such as Skype and Vonage, are prohibited unless approved by the TTUHSCEP and TTUS CIOs. It is recommended each department evaluate their communication needs during an emergency, power outage, or hazardous incident to ensure they have appropriate procedures and backup modes of communications in place.

Departments are responsible for procuring telephones for their area and are responsible for replacing lost, damaged, stolen, and worn out devices. A list of currently approved handsets, along with related manuals and brochures, is maintained on the CS website at [http://www.texastech.edu/it/commSvs/telephone/ under User Guides and Downloads](http://www.texastech.edu/it/commSvs/telephone/under/User%20Guides%20and%20Downloads). By policy, TTUHSCEP Purchasing will ensure all procurement requests for telephone related equipment is routed through Communication Services for approval.

In accordance with agreed upon practices with Facilities Planning and Construction, CS shall be included during the requirements, design, and construction phases of all major construction projects. For work orders requiring modification or attachment to a TTUHSCEP building or structure, CS will coordinate with Building Maintenance. All material, equipment, and labor charges for building modification or required changes to the voice infrastructure shall be billed to the requesting department.

Non-business use of TTUHSCEP telephone system that results in any direct cost to TTUHSCEP is not allowed. Non-business use of a local telephone service is permitted as long as that use is of minimal time and duration, does not impede employee function, and does not result in additional cost to TTUHSCEP. In the event that it is necessary for an employee to incur an additional charge from a TTUHSCEP

telephone for non- business use, a personal calling card, collect, or third-party charge should be used. If the non-business usage of telephone services results in a direct cost to TTUHSCEP for any reason, it is the employee's responsibility to reimburse the cost to TTUHSCEP. The use of the telephone system for private commercial purposes is strictly prohibited regardless of whether or not it results in an additional charge to TTUHSCEP.

TTUHSCEP and TTUS Chief Financial Officers (CFOs) and CIOs will be responsible for formulating an annual Communication Fee for each department to cover the costs for providing base voice services. The Communication Fee will be established each year prior to the budget prep cycle for the upcoming fiscal year. For non-base services, such as circuits, university owned cell phone, 800mhz radios, and satellite phones, the FOP/FOAP account manager will receive a monthly statement listing all equipment and services for their area of responsibility for the previous month. The account manager is responsible for reviewing the statement to ensure the accuracy of charges at published rates, detect billing errors and unauthorized telephone calls, and for maintaining telephone logs and records in accordance with state records retention requirements. Review must be complete and any unauthorized calls reimbursed by the employee within 30 days after reports are received.