

# Shawnee State University

AREA:	BUSINESS AFFAIRS	POLICY NO.:	4.71
		ADMIN. CODE:	3362-4-42
		PAGE NO.:	1 OF 4
		EFFECTIVE DATE:	8/20/90
SUBJECT:	VOICE COMMUNICATIONS	RECOMMENDED BY:	R. Neil Hawk
		APPROVED BY:	

The University Information Services Department (hereafter referred to as UIS) is charged with the responsibilities of providing various computing and telecommunications services to Shawnee State University faculty and staff. This policy outlines UIS's responsibility to the University community in regard to voice communications.

## 1.0 Central switch

### 1.1 Data base administration

Data base administration is provided, tailoring features to the needs of users.

### 1.2 Equipment

Capacity upgrades are provided as needed. Costs associated with the central systems, wiring, user connectivity, and telephones are funded through the UIS budget.

### 1.3 Traffic analysis

Periodic trunk and network traffic analysis are conducted to detect call traffic contention as an aid in related decision making processes.

## 2.0 Installation

### 2.1 Telephones and related equipment

UIS performs the installation of telephones and related equipment. This includes personnel/departmental moves, modem lines, and telefacsimile lines.

### 2.2 Connectivity

Additions, moves, and changes of wall faceplates (telephone connections) are provided for as needed. Requests for additional lines must be accompanied by written approval of the departmental budget authority due to monthly chargebacks for ongoing service.

### 2.3 Security alarms

UIS works with facilities personnel (security) in the installation and monitoring of University alarm systems in regard to connectivity via the University voice cabling system.

### 2.4 Provisions

All services and equipment outlined herein are provided within established University standards and are subject to approval by UIS upon submission of written justification to establish need.

### 2.5 Non-standard components

Any related component which has not been established as a University standard, including supply of item, training, support, and maintenance is the sole responsibility of the user. User departmental personnel will be held totally responsible for any adverse affects that may occur as a result of the implementation of unapproved, non-standard components. Further, UIS reserves the right to disallow any such components, but only after careful study and consultation with the appropriate vendor/s. UIS should be consulted during the planning stages for any facilities not provided centrally.

## 3.0 Call Data Recording system

### 3.1 Data base administration

Data base administration and maintenance of this system is performed by UIS.

### 3.2 Reporting and chargebacks

Monthly report printing and system "rollover" is performed by UIS. Printed monthly call accounting reports are provided, reflecting long distance charges, to all departmental budget authorities as well as to the Office of the Controller for departmental chargeback purposes.

### 3.3 Departmental responsibility

It is the sole responsibility of the budget authority within each department to budget for, audit, and control the long distance charges for his/her area.

#### 4.0 Voice Mail system

##### 4.1 Data base administration

UIS performs data base administration for this system, to include account creation and profiles to meet user needs.

##### 4.2 Availability

The University's Voice Mail facility is available to any and all full-time employees of the University. Since there is no chargeback for this service, departmental approval is not required. However, UIS reserves the right to require verification of employment upon employee request for an account.

#### 5.0 Training and support

Initial training and ongoing support of the proper utilization central switch features and functions, telephone handset features and functions, Voice Mail system, and interpretation of reports from the Call Data Recording system is provided.

#### 6.0 Central switchboard operations

Central switchboard operations during University business hours are provided by UIS.

#### 7.0 Class of service

##### 7.1 Method of establishment

Class of service is established in two ways: by station and by authorization code number. (Refer to UIS Procedural Handbook for explanation of "Class of Service" and method of establishing "Station Class of Service").

##### 7.2 Approval requirement

Requests for authorization codes must be accompanied by written approval of departmental budget authority.

#### 8.0 Incoming collect calls

The acceptance of personal incoming collect calls is prohibited except in emergency situations, in which cases employees are expected to reimburse the University for such calls or be prepared to offer proper justification for exception to this policy. Any individual accepting an incoming collect call is expected to notify the Office of the Director of UIS within 24 hours of acceptance.

## 9.0 Telephone credit cards

### 9.1 Availability

Telephone credit cards may be issued to full-time employees of the University upon establishment of need and written approval by departmental budget authority.

### 9.2 Chargebacks

UIS maintains a record of each card issued and charges for all calls placed utilizing these cards are charged back to the appropriate departmental budgets.

### 9.3 Confidentiality

Telephone credit cards or their numbers must not be given to another person under any circumstances. Employees violating this policy shall personally be held financially liable for all unauthorized use and lose the privilege of having a University telephone credit card.

## 10.0 Voice communications security

### 10.1 Lost cards

Any lost or misplaced "Telephone Access Code Card" or long distance credit card must be reported to UIS immediately so that the lost number may be taken out of service. At that time a new number may be issued.

### 10.2 Ethics and disciplinary action

#### 10.2.1 Use of other's confidential numbers

The unauthorized use of another individual's authorization code or long distance credit card is unethical and any person in violation of this policy is subject to disciplinary action by the University.

#### 10.2.2 Observance of conversations

Unauthorized observance of telephone conversations of others, by any means, is unethical and any person in violation of this policy is subject to disciplinary action by the University.