# Telecommunications Policies and Procedures

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I. Purpose

This Policy outlines services provided by the Telecommunications Department at Albert Einstein College of Medicine ("Einstein" or "College"). It also provides requirements for obtaining Telecommunications Department services.

II. Scope

This Policy applies to all Telecommunications services such as maintaining and operating analog telephone services, VOIP services, cellular services, and other telecommunications services.

III. Policy

III.A. Analog Telephone Service

The primary telephone service provided at Einstein is analog. The Telecommunications Department works with the telephone service provider to ensure phone service is reliable with minimal outages.

For changes to telephone service in offices, laboratories, or residence halls, requests should be sent via a Telecommunications Request Form, TEL-FRM-2018-001. Services include:

- Moves – Change of location from one office to another (includes phones and faxes only)
- Additions – Changes to actual phone lines including adding extensions, deleting extensions, etc.
- Changes – Name changes, voicemail password requests, line reassignments
- Speakerphone Requests – For Polycom phones used in certain areas

III.B. VOIP Service

Voice Over IP (VOIP) telephone service is provided only to the Van Etten building. To preclude outages and conflicts, any work done by Telecommunications on the VOIP service must be coordinated with Infrastructure Technology Services (ITS).

Changes to VOIP Service in Van Etten should be sent via a Telecommunications Request Form, TEL-FRM-2018-001. Services include:

- Moves – Change of location from one office to another (includes phones and faxes only)
- Additions – Changes to actual phone lines including adding extensions, deleting extensions, etc.
- Changes – Name changes, voicemail password requests, line reassignments
- Speakerphone Requests – For Polycom phones used in certain areas

III.C. Cellular Service

Cellular service and telephones are provided to faculty and staff only when needed to accomplish Einstein-related business activities. For more about that, see the Einstein Policy on Cell Phones, PRO-POL-2018-005. In summary:

- All new lines and phone paid upgrades must go through the Cell Phone Request Form, TEL-FRM-2018-002. It is a 3-part signature before anything gets ordered
  - The first part goes to the department head for signature
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- The second part goes to Amy Myers in Finance
- The third part to Jack Zencheck in Procurement

- Finally, the form from Procurement to Telecom for ordering and distribution.
- Once the phone is ordered and given to the user, ITS must set up the Einstein email.

Distribution, activation, and maintenance of cell phones is performed by the Telecommunications Department.

To request a cellular phone, complete the Cell Phone Request Form, TEL-FRM-2018-002, and send it to the Telecommunications Department at TELECOM@einsteinmed.org.

III. D. Pagers and Calling Cards

Pager and calling cards are rarely used, but available. To request a pager or calling card, use the Pager and Calling Card Request Form, TEL-FRM-2018-003 and submit it to Telecommunications at Telecom@einsteinmed.org.

III. E. Telephone Password Reset for Employees

All telephone password resets must be sent via email to Telecom@einsteinmed.org. The requestor must copy the department administrator. This permits the administrator to know, gives us documentation of the request for future incidents, and authenticates that this is an actual Einstein Employee.

III. F. Telecom Troubles

There is no form for this because it is a procedure that is time sensitive. Troubles that need immediate attention are called in to extension x2448 or emailed to Telecom@einsteinmed.org. We emphasize to the community to send emails to the group. This alleviates any miscommunications, checks and balances, and delays.

IV. Definitions

None.

V. Effective Date

Effective as of: 18 June 2018

VI. Policy Management and Responsibilities

Einstein’s Telecommunications Department is the Responsible Office under this Policy. Einstein’s Associate Dean for Finance and Administration is the Responsible Executive for this Policy. Einstein’s Manager of Telecommunications is the Responsible Officer for the management of this Policy.

VII. Approved (or Revised)

[Signature]

Responsible Executive

6/19/18

Date