



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 55.03, Texas Tech Telephone Directories

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSCEP OP) is to set forth the procedure for providing telephone directories for Texas Tech.

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 and the CIO for TTUHSC El Paso, with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration by May 15.

POLICY/PROCEDURE:

1. Texas Tech University System Directory (Campus Directory). Annual time table and responsibilities:

Date Responsibilities and Action

a. Contract with Publisher

October/November Every three years, beginning in FY 2005, the contract with the current publisher will be reviewed and a Request for Procurement (RFP) will be submitted for the next three years.

Publisher who is awarded the contract will sell advertisement based on the schedule of the publisher (Texas Tech assumes no role in the selling of advertisement). Approval process for advertisement is defined under Item 1.g., Final Review and Distribution of Directories.

b. Directory Cover and Front Pages

May 1 The Office of the CIO, TTU System will contact the TTU System Chancellor's Office, Coordinator for Marketing, to have the outside cover prepared and approved by August 1.

July The Office of the CIO, TTU System will send the inside cover pages text to the President's offices at TTU and TTUHSC for review and update. Signature approvals for the inside cover information will be received by July 15.

July – August The Office of the CIO, TTU System will forward the front pages for all campuses to the appropriate contacts for review, update, and approval.

August 1 The Office of the CIO, TTU System will forward the outside cover to the publisher.

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c. Campus Maps

June 1 The Office of the CIO, TTU System will contact Planning and Site Development at TTU and Facilities Information at TTUHSC to provide campus maps by July 15.

August 1 The Office of the CIO, TTU System will forward the maps to the publisher.

d. Departmental Listings.

Monthly On an ongoing monthly basis, the Office of the CIO, TTU System will follow update eRaider changes that need to be made with departmental delegates in the system. Departmental delegates are those individuals responsible for the department listings. They are identified in the Department Directory System.

May The Office of the CIO, TTU System will prepare the detail directory schedule for May – October.

July An email will be sent from the Office of the CIO, TTU System to departmental delegates announcing the printed Campus Directory schedule. The email will provide the deadline for review, update, and confirmation of departmental listings for the printed directory.

July – August Departmental delegates will review, update, and confirm listings the accuracy of the listings for the printed directory.

August The Office of the CIO, TTU System will send an email to delegates reminding them of the August deadline for changes and approvals to departmental listings. Follow-up calls are made to delegates who have not approved their listing by the deadline.

September The Office of the CIO, TTU System will proof departmental listings, run edit reports, and correct data if needed. Dual departmental listings for TTU and TTUHSC El Paso sides of printed directory will be validated.

September - October The Office of the CIO, TTU System will electronically forward the departmental listings to the publisher.

e. Faculty and Staff Listings.

Ongoing Faculty/Staff new hires, terminations, and status changes are submitted to Human Resources (TTU and TTUHSC El Paso) through the electronic ePAF process.

August 1 The Office of the CIO, TTU System will inform TTU and TTUHSC El Paso Human Resources of the directory schedule and request that information be sent to employees to update their biographical data to be in the printed directory.

August - September The Office of the CIO, TTU System will test and review the

(mid-month) Faculty/Staff listings for printing issues. The Office of the CIO, TTU System will work with the Chancellor's Office to approve individual Faculty/Staff dual listings.

September (mid-month) The Office of the CIO, TTU System will electronically forward the HSC
OP 55.03 Page 3 of 4 January 31, 2013

Faculty/Staff listings to the publisher. The TTU and TTUHSC El Paso Human Resources will review and approve the final proofs sent back from the publisher.

f. Student Listings.

Ongoing Following the printing and distribution of the 2008-2009 Campus directory, student information will not be included in future publications.

g. Final Review and Distribution of Directories

September/October The Office of the CIO, TTU System will electronically receive the proofs from the publisher. The proofs will be approved and returned to the publisher within five (5) working days. The proofs will be approved as follows:

1. Departmental listings will be reviewed and approved by the Office of the CIO, TTU System.
2. Faculty/Staff listings will be reviewed by the Office of the CIO, TTU System and approved by TTU and TTUHSC El Paso Human Resources.
3. Yellow Pages and Advertisements will be reviewed by the Office of the CIO, TTU System and will be forwarded to the Chancellor's Office and the Presidents' Offices of TTU and TTUHSC El Paso, or their designees, to review for appropriateness of content and signature approval.

October / November The Office of the CIO, TTU System receives notice from the publisher when the new directories are scheduled to arrive and notifies TTU Central Warehouse and TTUHSC El Paso Technology Services of the scheduled delivery date. Delivery and notification procedures are as follows:

1. The Publisher's designee will deliver the requested number of directories to TTU Central Warehouse and to the loading dock at TTUHSC El Paso.
2. Central Warehouse will notify the campus community that the new directories are available and the procedures for obtaining them.
3. TTUHSC El Paso Technology Services will notify the TTUHSC Lubbock campus and their remote campuses that the new directories are available and the procedures for obtaining them.

2. AT&T, Yellow Book, and Names and Numbers Directories. Communication Services delegates to each respective organizational unit outside of Lubbock the responsibility for listings and advertisements in the directories of the local operating telephone companies. The procedures outlined below apply to Lubbock organizations only.

a. White pages business sections

September The Office of the CIO, TTU System will generate a report of the listing to be submitted for the external directories and forward the report to the Chancellor's Office and the Presidents' offices at TTU and TTUHSC El Paso for review and signature. Once approved, the Office of the CIO will electronically forward the file to the external companies for their directories. HSC OP 55.03 Page 4 of 4 January 31, 2013

b. White pages additional straight line listings in the business section

July Communication Services will electronically receive from AT&T a list of individual/department listings from the previous year.

July / August Communication Services will contact each individual or departmental representative on the list to verify the information for the new AT&T directory.

September 1 Communication Services will electronically forward the updated information to the publisher.

c. Publication and delivery of AT&T, Yellow Book, and Names and Numbers Directories is the responsibility of the individual companies.