



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

## Operating Policy and Procedure

### **HSCEP OP: 55.02, Voice Infrastructure Systems, Equipment, and Services**

**PURPOSE:** The purpose of this Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Operating Policy and Procedure (HSCEP OP) is to govern Voice-Over-Internet (VoIP)-related equipment, services and legacy voice at all TTUHSC El Paso campuses. Communication Services (CS) is responsible for providing services to meet the voice needs of all TTUHSC El Paso students, faculty and staff.

**REVIEW:** This HSCEP OP will be reviewed in May in even-numbered years (ENY) by TTUS and TTUHSC El Paso CIOs with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration.

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**POLICY:**

**1. Scope**

TTUHSC El Paso Voice Infrastructure includes, but is not limited to, fiber optics and copper cabling, voice mail servers, call center servers, blue light phones, elevator lines, fax lines and associated services.

**2. Responsibilities**

**a. TTUS and TTUHSC El Paso CFOs and CIOs**

CFOs and CIOs are responsible for formulating an annual Communication Fee for each department to cover the costs for providing base voice services.

**b. Communication Services (CS) Responsibilities**

CS is responsible for planning, implementing, maintaining, modifying, upgrading, and terminating equipment and services on the Voice Infrastructure at all TTUHSC El Paso campuses.

**c. Departmental Responsibilities**

- (1) Departments are responsible for procuring telephones for their area and are responsible for replacing lost, damaged, stolen, and worn out devices.
- (2) The departmental fund manager is responsible for reviewing the monthly communications services 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.
- (3) Fund manager reviews must be completed and any unauthorized calls reimbursed by the employee within 30 days after reports are received.

**3. Fees**

- a. The Communication Fee for base voice services will be established each year prior to the budget prep cycle for the upcoming fiscal year.
- b. For non-base services, such as circuits, university owned cell phones, and satellite phones, the FOAP fund manager will receive a monthly statement listing all equipment and services for their area of responsibility for the previous month.
- c. All material, equipment, and labor charges for building modification or required changes to the voice infrastructure are billed to the requesting department.

**4. Purchasing**

- a. A list of currently approved handsets, along with related manuals and brochures, is maintained on the CS website at <http://www.texastech.edu/offices/information-technology/communication-services/services/voip/phones.php>.
- b. TTUHSC El Paso Purchasing will ensure all procurement requests for telephone related equipment is routed through CS for approval.

**5. Installation/Maintenance**

- a. Along with Facilities Planning and Construction, CS shall be included during the requirements, design, and construction phases of all major construction projects.
- b. Modifications to the voice infrastructure are prohibited (including components purchased with grant funds) without prior approval by CS.

- c. CS will coordinate with Building Maintenance for work orders requiring modification or attachment to a TTUHSC El Paso building or structure.
- d. Issues with CS services and CS -supported service should be reported to CS Customer Service at (806) 742-2000.

**6. Non-Business Use of TTUHSC Telephone System**

- a. Non-business use of TTUHSC El Paso telephone system that results in any direct cost to TTUHSC El Paso is not allowed.
- b. Non-business use of a local telephone service is permitted as long as that use is of minimal duration, does not impede employee function, and does not result in additional cost to TTUHSC El Paso.
  - (1) In the event that it is necessary for an employee to incur an additional charge from a TTUHSC El Paso telephone for non-business use, collect or third-party charge should be used.
  - (2) If the non-business usage of telephone services results in a direct cost to TTUHSC El Paso for any reason, it is the employee's responsibility to reimburse the cost to TTUHSC El Paso.
- c. 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 TTUHSC El Paso.

**7. Violations**

Any violation of this policy may result in disciplinary action, up to and including termination of employment. TTUHSC El Paso reserves the right to notify the appropriate law enforcement authorities of any unlawful activity and to cooperate in any investigation of such activity.