

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 55.91	Issue 5	Page 1 of 3
TELEPHONE SERVICE REQUESTS	Effective Date March 17, 2017		

1. PURPOSE

- 1.1. To establish the City's policy regarding the use of the City *Telephone* system.
- 1.2. To establish a procedure for City departments to request *Telephone* service.
- 1.3. To establish criteria for selection of *Telephone* equipment to meet user's needs.

2. SCOPE

- 2.1. The provisions of this Regulation apply to all *Telephone* service and *Telephone* Devices in use at the City.

3. DEFINITIONS

- 3.1. CIO – The City's Chief Information Officer.
- 3.2. IT Help Desk – The system and people involved in processing service requests for all information technology (IT) needs within the City.
- 3.3. Network Sourcing Manager – The person reporting to the *CIO* who is ultimately responsible to ensure that network services are being provided to City standards.
- 3.4. Telephone – For purposes of this Regulation, a *Telephone* is a device which is addressable via a sequence of numbers (7 digits in the United States) and used for voice communication over directly wired connections.

4. POLICY

4.1. Requests for Telephone Services

- 4.1.1. *Telephones* are provided for City business use exclusively. Department/Division heads and supervisory personnel are responsible for limiting private use of the City *Telephone* system.
- 4.1.2. All City offices shall maintain the minimum level of *Telephone* service needed to carry out their mission.

(Supersedes Administrative Regulation 55.91, Issue 4, effective April 18, 1980)

Authorized

(Signature on File)

CHIEF OPERATING OFFICER

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 55.91	Issue 5	Page 2 of 3
TELEPHONE SERVICE REQUESTS	Effective Date March 17, 2017		

- 4.1.3. Policy on long distance *Telephone* calls is contained in Administrative Regulation 90.20.
- 4.1.4. Requests for new *Telephone* service, changes in existing service, or cancellation of service shall be submitted using the City's *IT Help Desk*, and will be directed to the *Network Sourcing Manager* of the Department of Information Technology. The request shall include a complete description of the change, a justification, and shall be approved by the Department Director or designee.
- 4.1.5. The *Network Sourcing Manager* will assist departments in preparing requests related to *Telephone* services. The *Network Sourcing Manager* should be contacted before submitting requests for major new (such as a new Site, or replacement of an ACD or call center systems), additional or modified *Telephone* service.
- 4.1.6. *Telephone* Equipment Guidelines shown in section 4.3 below shall be used when requesting *Telephone* service.
- 4.1.7. The *Network Sourcing Manager* shall review the request, ensure conformance with City policy, discuss any technical problems with the *Telephone* service provider, and either approve or disapprove the request.
- 4.1.8. If the request is approved, the *Network Sourcing Manager* shall initiate the necessary action with the *Telephone* service provider.
- 4.1.9. If the request for service is disapproved, the *Network Sourcing Manager* shall notify the requesting Department Director or department representative via email, giving the reasons for disapproval. The requestor may seek re-evaluation by the *CIO*.
- 4.1.10. The Purchasing and Contracting Department shall consult with the *Network Sourcing Manager* and the requesting department and conclude the negotiation of any special contracts required with the *Telephone* service provider or any *Telephone* equipment supplier.
- 4.2. Systems Control
- 4.2.1. The Department of IT will have available, data on call usage, that includes the following data and the Department of IT will supply this information upon request to city Department Directors or designee. This information is available via a request to the *IT Helpdesk*:
- a. Source Extension of the Call
 - b. Destination number of the call
 - c. Duration of the call
 - d. Time of day of the call
- 4.3. Telephone Equipment Guidelines

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number	Issue	Page
	55.91	5	3 of 3
TELEPHONE SERVICE REQUESTS	Effective Date March 17, 2017		

- 4.3.1. Two or more persons working in the same office, performing the same or similar functions, should share the same *Telephone* line.
- 4.3.2. When possible, special features such as call forwarding or call pick-up shall be used instead of adding lines to central answering *Telephones*.
- 4.3.3. Lamps that indicate a specific phone is in use shall be installed for only those individuals whose duties demand they not be interrupted while they are on a call.
- 4.3.4. Requests for special equipment such as dial dictation equipment, data phones, devices for hearing or visually impaired, etc. shall be handled in the same manner as a request for *Telephone* service.
- 4.3.5. Installation of additional *telephone* lines on existing systems shall be determined after a one week busy study, conducted by the Department of IT, which shows the number of times callers receive a busy signal. Existing lines may be removed on the basis of a busy study.

5. RESPONSIBILITY

5.1. Department Director or Designee

- 5.1.1. Responsible for limiting private use of the City *Telephone* system.
- 5.1.2. Approve new *Telephone* service, changes in existing service, or cancellation of services.

5.2. *Network Sourcing Manager* of the Department of Information Technology

- 5.2.1. Responsible for the planning and supervision of all *Telephone* services for the City. This includes contracting for *telephone* service, payment of *telephone* bills, and administration of the City *telephone* system, including reviewing and processing requests for new services or additions and changes to the existing services, and maintaining records of the *telephone* system.

APPENDIX

Subject Index

Telephone - Request for Service
Utilities - *Telephone* Requests

Administering Department

Information Technology Department