



City of Riverside Administrative Manual

Effective Date: 07/2003
Latest Revision Date: 11/2017
Next Review Date: 07/2018
Policy Owner(s): Innovation and Technology
Department

Approved:

A handwritten signature in black ink, appearing to read "Loa Deeg", written over a horizontal line.

Department

A handwritten signature in blue ink, written over a horizontal line.

City Manager

SUBJECT:

I. Changes to Telephone System

PURPOSE:

To provide proper planning and guidance for additions, deletions or changes to the City's telephone system to assure an uninterrupted and adequate level of service, to prevent damage, to help control expenses and to identify costs by department and by telephone extension.

POLICY:

All department heads are responsible for keeping their telephone expenses as low as possible. All proposed changes in the telephone system must be submitted to the department director for approval. In order to expedite changes in the telephone system, departments should give adequate notice of changes to the telephone system so that correct installation and other services can be processed at minimum expense to the City. Departments should allow at least 15 days for the work to be completed, except for emergencies. Under no circumstances are telephone instruments to be removed, relocated or added without the proper approval. The City's telephone system has the following six (6) dialing levels: internal only, local Riverside, Southern California, Statewide, emergency services 911, and unrestricted. Each telephone instrument has been assigned a dialing level at the department director's request. Any changes in dialing level must be requested on a MAC form.

Due to the software program which operates the Avaya telephone system, any changes, modifications or additions of telephone instruments by unauthorized service personnel are not allowed. Such unauthorized actions could damage the telephone system.

Please do not move any telephone instrument from any existing jack or add telephones or other devices to our communications system without first submitting a MAC form. Qualified service personnel will perform the needed work.

PROCEDURE:

Responsibility	Action
Department Head	1. Determines department telephone requirements periodically and if changes are indicated, submits a MAC form to the Innovation and Technology Network Division.
Network Division	2. Reviews request, comments on feasibility of proposed change and indicates adjustment in costs to included installation, as well as ongoing monthly costs and advises the department head.
Department Head	3. Reviews comments and suggestions submitted by the Network Division and either authorizes or modifies the request.
Network Division	4. Arranges for approved change (work to be done) with the telephone company and the Building Services Division. All approved changes will be ordered as soon as possible, but a minimum of 15 days shall be allowed for a project to be completed except for emergencies. 5. Notifies department of anticipated installation date. 6. Sends Telephone Request or Change Order form with actual costs to Finance Department to be charged against the affected department's telephone account.

References:

1. MAC Form: <https://apps.riversideca.gov/timesheet/mac>

II. Repairs to Telephone System

PURPOSE:

To expedite repair and servicing of all telephones to assure uninterrupted as well as high quality service.

POLICY:

All telephone malfunctions shall be reported to the Network Division as soon as possible. The City shall repair, adjust, and/or service any and all telephone instruments, lines and apparatus as soon as possible. "Emergencies" shall be determined and prioritized by the Network Division.

City employees should not call or contact AT&T or Avaya directly as this may delay needed repairs.

Special procedures apply to the Public Safety Communications Division located at Police headquarters, because of the 24 hours emergency operation of the unit.

PROCEDURE:

Responsibility	Action
Department Head or Designee	1. Report all malfunctions immediately by telephone to the City's Help Desk, Ext. 5508 for further action. Indicate the nature of the problem and, to the extent possible, how the malfunction has impacted on department operations.
Network Division	2. Shall prioritize any and all requests for repairs, servicing or adjustments to the telephone system.

Distribution: Regular