



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 55.02, Voice Infrastructure Systems, Equipment, and Services

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

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

TABLE OF CONTENTS

POLICY:	2
1. Scope	2
2. Responsibilities	2
a. TTUS and TTUHSC CFOs and CIOs	2
b. Communication Services Responsibilities	2
c. Departmental Responsibilities	2
3. Fees	2
4. Purchasing	2
5. Installation/Maintenance	2
6. Non-Business Use of TTUHSC Telephone System	3
7. Violations	3
8. Document Details	3



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

POLICY:

1. Scope

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

2. Responsibilities

a. TTUS and TTUHSC 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 Responsibilities

CS is responsible for planning, implementing, maintaining, modifying, upgrading, and terminating equipment and services on the Voice Infrastructure at all TTUHSC 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 account 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) Account manager reviews must be complete 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 phone, and satellite phones, the FOP/FOAP account 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 Purchasing will ensure all procurement requests for telephone related equipment is routed through Communication Services 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.



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

- 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 building or structure.
- d. Issues with CS services and CS-supported service should be reported to the IT Solutions Center at (806) 743-1234.

6. Non-Business Use of TTUHSC Telephone System

- a. Non-business use of TTUHSC telephone system that results in any direct cost to TTUHSC 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.
 - (1) In the event that it is necessary for an employee to incur an additional charge from a TTUHSC 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 for any reason, it is the employee's responsibility to reimburse the cost to TTUHSC.
- 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.

7. Violations

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

8. Document Details

Approval and Ownership

Approved By	Jimmy Holland
Title	Managing Director, TTUS Communication Services
Approval Date	08/24/2023
Owner(s)	TTUS Communication Services

Revision History

Version	Description	Date Reviewed	Date Submitted for Publishing	Reviewer(s)
1.0	Initial version.	06/30/2020	06/30/2020	TTUS Communication Services
2.0	Annual review and revision	08/24/2023	08/24/2023	Jimmy Holland