

ADMINISTRATIVE PROCEDURE #26
Requesting and Use of Telecom Equipment
September 28, 2011 – P.T. 2011.25

REQUESTING AND USE OF TELECOM EQUIPMENT

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Section 26.1 Purpose

The purpose of this Procedure is to issue instructions regarding the acquisition and use of telecom equipment for DCFS personnel. Telecom equipment includes, but is not limited to, cellular phones, blackberry devices, air cards, pagers and calling cards.

Section 26.2 Criteria for Requesting Equipment

Listed below are the criteria that will assist DCFS managers/supervisors in determining the need to acquire telecom equipment for DCFS personnel:

- a) **Safety:** This criterion is for those personnel who are at high risk of personal injury to themselves or the children that are included in their investigations (i.e., Investigation Specialists). These personnel are at possible risk on a daily basis due to the cases that they investigate. In addition, the need to access emergency services, such as police, medical, as well as contacting office personnel is greater.
- b) **Proximity:** This criterion is for those personnel (i.e., caseworkers) whose responsibility hampers the ability to transmit current information that is critical to their work.
- c) **Responsibility:** This criterion is for those DCFS managers, supervisors, and/or front line workers whose duties require that they have the ability to communicate at all times throughout the day.
- d) **Travel:** The requirement to meet this criterion is for those personnel within the DCFS who are required to travel to perform their duties and responsibilities. These staff travel out of the office and are absent for 2 to 3 days a week, and communication between locations must be an intricate part of their duties and responsibilities.

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Section 26.3 Procedures for Requesting Equipment

Listed below are the outlined procedures for the acquisition of Telecom equipment devices. These procedures are a part of the Department of Central Management Services (CMS) Statewide Procurement Policy.

- a) **Acquisition of Telecom Equipment Device:** Management/supervisory personnel who have a Telecom Appropriation Line 1700 in their budget will determine the need/affordability for acquisition of telecom equipment device.
- b) **Justification of Telecom Equipment Device:** Management shall submit written justification for each telecom equipment device request to **DCFS Central Office of Administrative Services Support (OAS)**. The request shall include the appropriate criteria listing in this policy, telecom appropriation line and any other pertinent data or information.
- c) **Preparation of the Telecom Service Request Form (TSR):** When the justification request is received by OAS, the OAS completes a TSR.
- d) **Director's or Designee Signature Authority:** The TSR is submitted to the DCFS Director or designee for approval and authorized signature. Department of Central Management Services (CMS) Telecom Procurement procedures require the Director's signature.
- e) **Telecom Processing:** When the TSR has been approved; OAS staff sends the form to the CMS Telecom Division for order processing. Once the Telecom equipment device is received, a telephone number is assigned with the correct appropriation unit code and OAS sends the shipment to DCFS personnel.
- f) **Telecom Shipment Process:** When OAS receives the telecom equipment device, the device shall be logged and checked to ensure that the device has been assigned a correct telephone number and matches work order. The device is then shipped to the requesting DCFS personnel.
- g) **Official Usage of Telecom Equipment:** Use of telecom equipment is for **Official State Business Only**.
- h) **Manager/Supervisor Responsibility for Telecom Equipment Device:** The manager/supervisor is responsible for ensuring that the telecom equipment device is being utilized properly. The manager/supervisor shall review each month's bill of the assigned telecom equipment device. The manager/supervisor shall report any discrepancies to OAS.

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- i) **Maintenance of Telecom Equipment Device:** Maintenance of telecom equipment devices shall be coordinated through OAS. The telecom support personnel shall contact Department of Central Management Services Telecom Section and obtain a repair work order number. The CMS Telecom Section will determine the nature of the repair given the length of time the telecom equipment device has been in service. All damaged telecom equipment devices shall be returned to OAS for repair or exchange.

- j) **Cellular Equipment Devices:** All cellular equipment devices will have a specific limited number of minutes allowed per billing period (approximately 140). Once the allowed minutes have been used, the cellular equipment device will automatically be shut off until the start of the next billing period. Exceptions to the allowed limit must be requested documented and approved by the Director or designee. Personnel to whom a cellular equipment device is assigned, is responsible for all calls made on the device.

Section 26.4 Usage Accountability of Telecom Equipment Devices

- a) **Lost/Stolen Telecom Equipment Device:** All lost or stolen telecom equipment device shall be reported within 48 hours to OAS. A stolen device shall be reported to the police within 48 hours. A copy of the police report shall be forwarded to OAS. The personnel to whom the device is assigned is responsible for all calls made from the device until a lost or stolen report is made. Failure to report within 48 hours could result in the denial of subsequent requests of any telecom equipment device.

- b) **Billing Statements:** All personnel with an assigned telecom equipment device shall review and sign on the respective billing statement when provided by CMS in compliance with Department policy validating the usage for official State business. If the user is not available to sign the billing statement, the immediate supervisor or manager may examine and sign the billing statement on the staff person's behalf. Any calls deemed personal will require reimbursement from the assigned personnel to the Department in accordance with Department policy. If abuse of cellular phone usage arises, use of the cellular phone device will be suspended and a new approval request will need to be initiated again. Billing statements are mailed on a monthly basis to the manager/supervisor of each division.

- c) **Data:** Telecom billings are also sent from CMS to the DCFS IT Unit for usage to create unusual usage reports when appropriate.

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Section 26.5 Reimbursement of Personal Cell Phone Expenses

- a) An employee seeking reimbursement for calls made from his or her personal cell phone shall provide a detailed billing of the personal cell phone plan containing the usage of calls to his/her supervisor;
- b) The total minutes used by the employee must exceed the maximum allowed on the employee's personal cell phone plan for consideration of reimbursement;
- c) The business related calls must be specifically identified to the supervisor and the supervisor must approve such calls by initialing the line on the worker's detailed bill;
- d) DCFS may reimburse an employee only for cumulative business related calls that, when added to the worker's non-business calls, exceed the limits of the worker's monthly cell phone plan;
- e) The cumulative business related calls, when added to the worker's non-business calls, that exceed the limits of the worker's monthly cell phone plan shall be considered in reverse date order, with the most recent business calls in excess of the worker's plan being considered for reimbursement; and
- f) The worker may be eligible for the verified time used, roaming charges (if applicable), and long distance charges (if applicable) for these calls.