

REPORTING TELEPHONE SYSTEM PROBLEMS PROCEDURE (TCH-P023)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process of reporting telephone system problems to the Technology Department of Clarksville-Montgomery County School System.

The online version of this policy is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Technology Department Administrative Assistant

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Technology Officer (CTO)

4.0 DEFINITIONS:

- 4.1 IP Based Phone System: A phone system which operates using computer network technology and computer network cabling.
- 4.2 Analog Phone System: A POTS (Plain Old Telephone Service) phone system which operates using standard telephone technology and telephone cabling.
- 4.3 Network Technician Teams: A team of Technology Department Technicians; usually two technicians assigned to support 4 to 6 locations.

5.0 PROCEDURE:

- 5.1 Contact the Technology Department Administrative Assistant and report the telephone system problem and provide the following information:
 - 5.1.1 Location of phone, phone number and extension of the telephone, if there is one, classroom/room number, if applicable, and contact person.
 - 5.1.2 Detailed description of problem, i.e. no dial tone, no voice mail, unable to hear outside ring, damaged equipment, etc.
 - 5.1.3 IP Phone system or Analog Phone System.

Note this information should be known before you call. If not you will receive instruction from the Department Administrative Assistant as to what is needed.

- 5.2 IP based phone system issue, the Department Administrative Assistant contacts the Network Manager or Sr. Network Technician assigned to that school or location.
 - 5.2.1 The Network Technician Team determines if the outage can be corrected using district resources. Department Administrative Assistant is contacted with determination.
 - 5.2.2 If the problem cannot be corrected using district resources, the Department Administrative Assistant records the description of the problem and calls the outside vendor to set up a work order.

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- 5.2.3 The facility is notified by the Department Administrative Assistant who will make repairs.
- 5.3 If an issue can be corrected using district resources, the Department Administrative Assistant initiates a Technology Department work order.
- 5.4 Analog Phone System issue, Department Administrative Assistant contacts outside provider to report telephone system problems.
 - 5.4.1 Department Administrative Assistant records the problem, makes arrangements for repairs, records ticket number and informs facility.
- 5.5 Problems with outside lines or Fax Lines are reported to the Department Administrative Assistant.
 - 5.5.1 The problem is recorded and the provider is notified. Ticket Number is recorded.
 - 5.5.2 Facility and assigned Sr. Network Technician are contacted to inform them the provider has been contacted and will be making repairs.
- 5.6 Department Administrative Assistant contacts appropriate people in the affected facility and the assigned Sr. Network Technician when the issue has been resolved.
- 5.7 If it is determined that the problem is a direct result of a storm, Risk Management is contacted as soon as possible for insurance purposes.
- 5.8 Information pertaining to telephone system problem and repair is logged in the Records Book.

Note storm damage information has to be reported to the Department Administrative Assistant as soon as possible so insurance claim is filed in a timely manner.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Records book

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Records book	Department Administrative Assistant's Office	Perpetual	Permanent	Secured building

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8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
4/10/06		Initial Release
10/31/06	A	Update Secretary to Administrative Assistant, add location of phone in 5.1.1, update flowchart
10/31/08	B	Change logo, update contacts in 5.2, 5.5.1, 5.5.2 & 5.6 and update 5.2.1, 5.2.2 & 5.3 with "corrected using district resources", revise flowchart to reflect updates

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of Procedure *****

