

## IT 04

## Voice Communication Systems

Classification:	Information Technology
Responsible Authority:	Chief Digital Officer, ITS
Executive Sponsor:	Vice President, Finance and Administration
Approval Authority:	Algonquin College Executive Team
Date First Approved:	1988.11.02
Date Last Reviewed:	2021.04.07
Mandatory Review Date:	2026.04.07

### PURPOSE

To ensure the cost-effectiveness and performance of the College Voice Communication system through effective capacity management.

### SCOPE

This policy applies to the College Voice Communication systems, which include physical telephones, software phones, security phones, voicemail, facsimile devices and underlying network infrastructure. This technology is used by various groups (including but not limited to): College employees, students, OPSEU union members and the Students' Association.

Mobile phones (cellular phones) are outside the scope of this policy.

### DEFINITIONS

#### Word/Term

ITS

VOIP (VoIP)

Voice Communication Equipment

#### Definition

Information Technology Services Department.

Voice Over Internet Protocol, an infrastructure for managing phones and phone calls.

A VoIP handset or software-based phone application (softphone/software phone), or a facsimile device.

### POLICY

1. The Voice Communication system must be appropriately managed to ensure costs are minimized while ensuring it meets the College's capacity and performance requirements.
2. ITS is responsible for the annual preparation of a Voice Communication Plan. The Voice Communication Plan will form the basis for identifying funding required to ensure the continued performance of the phone system.
3. The Voice Communication Plan shall include (but is not limited to):

- a. Voice Communication traffic data within the college network and external to the college (local and long-distance calls).
  - b. The identification (provided by each department) of the full-time and part-time positions that require a handset, softphone or facsimile.
  - c. Requests received by ITS for new direct dial lines (numbers without extensions) and net new phone lines. Requests for direct dial lines must be approved by the requestor's immediate supervisor/manager and the Chief Digital Officer.
  - d. The evaluation by ITS of any request for special features, either software or hardware, against the availability, cost, security concerns, compatibility and general needs.
4. Funding for new end-user Voice Communication Equipment will be sourced from the requesting department's operational budget or Strategic Investment Priorities (SIP) budgets.
5. Only Voice Communication Equipment specified by the College will be installed on the College Voice Communication systems. Unauthorized Voice Communication Equipment attached to the Voice Communication system will be removed, and disciplinary action may result.
6. No individual, other than qualified service personnel and ITS support staff, will be allowed to connect, disconnect, repair, add options or in any way alter the configuration of the College Voice Communication Equipment.
7. Installation of non-SIP Voice Communication Equipment will take place throughout the year based on the approved Voice Communication Plan. Requests for Voice Communication Equipment installation, maintenance and relocation must be made through the ITS work order management system by calling the Help Desk at Ext. 5555 or via email to [5555@algonquincollege.com](mailto:5555@algonquincollege.com). SIP related installations will take place according to SIP project plans.
8. Anyone experiencing trouble with Voice Communication Equipment or requiring repair to damaged Voice Communication Equipment should report their request to the Help Desk at Ext. 5555 or via email to [5555@algonquincollege.com](mailto:5555@algonquincollege.com). No user of the College Voice Communication systems should contact outside agencies for service to College-owned Voice Communication Equipment.
9. Each department is responsible for the replacement costs if Voice Communication Equipment within their custody is lost, stolen or damaged.
10. Long-distance calling is managed through a central budget. Publicly accessible phones are blocked from making any long distance calls. Classroom phones are limited to internal, and emergency calls only. All other phones are restricted to calls within North America. Requests to enable international long-distance for a phone line must be approved by the requestor's Department Director.

11. The College reserves the right to charge for direct costs associated with telephone services provided to OPSEU (Academic), OPSEU (Support Staff), Ontario College Administration Staff Association, Students' Association Offices and outside organizations.

## PROCEDURES

	<u>Action</u>	<u>Responsibility</u>
	<b>Budgeting &amp; Planning</b>	
1.	At the start of the third quarter, provide to ITS the anticipated Voice Communication Equipment needs for the next budget year. This includes but is not limited to: Direct Dial lines, facsimiles, new phone lines and new communication features.	Department Administrators
2.	Create a Voice Communication Plan and submit it to the Chief Digital Officer as a part of the operational budget planning cycle.	Manager, Infrastructure - ITS
3.	Prepare an operational budget submission as well as spending plans for the existing IT Infrastructure SIP envelope.	Manager, Infrastructure - ITS
4.	Communicate any changes in expected services and devices to departments based on changes to the approved budget.	ITS
	<b>Voice Communication Equipment Installation &amp; Moves</b>	
1.	Device users must obtain approval from their immediate manager/supervisor to install or relocate Voice Communication Equipment. Approved requests may be submitted by emailing <a href="mailto:5555@algonquincollege.com">5555@algonquincollege.com</a> .	Device user
2.	Create work orders for relocation and budgeted installations once the request and associated budget are approved by the requestor's immediate manager/supervisor. The work order system will notify the interested parties of the job status.	ITS
	<b>Technical Support and Issues</b>	
1.	Call the Ext. 5555 Help Desk or email <a href="mailto:5555@algonquincollege.com">5555@algonquincollege.com</a> to log a technical support request.	Device User
2.	Create a support ticket using Salesforce CRM and work with the device user to resolve his/her issue.	ITS
	<b>Decommissioning Voice Communication Equipment</b>	
1.	Request the removal of Voice Communication Equipment no longer needed (staff departure, change in workload etc.), through the Ext. 5555 Help Desk or by emailing <a href="mailto:5555@algonquincollege.com">5555@algonquincollege.com</a> to allow the Voice Communication Equipment to be used in another capacity.	Department Administrator

#### **SUPPORTING DOCUMENTATION**

None

#### **RELATED POLICIES**

IT 01 Information Security Policy

#### **RELATED MATERIALS**

Asset Management Policy – Finance and Administrative Services