

Provisioning of Landline Telephones Policy

1.0 Policy Statement

The City of Mount Pearl will provide landline telephones for business use to employees as deemed necessary by Departmental Directors. The provisioning of telephones for employees will be in accordance with the set of guidelines and procedures outlined in this policy.

2.0 Purpose

To outline the guidelines and procedures to be followed regarding the installation and use of telephones for employees and to ensure efficient and effective business communications without unnecessary use of resources.

3.0 Acquiring and Usage of Telephone Devices Procedure

1. Acquisition

- (a) It will be the responsibility of departmental executive assistants to coordinate all service acquisitions and changes.
- (b) Requests for service acquisitions and changes will be forwarded for approval to all Department Directors and then to the Manager of Information Technology for processing.
- (c) The Manager of Information Technology will evaluate all departmental service requests to ensure the provision of business communications in an efficient manner. The guiding principle is that all landline telephone equipment is provided for business purpose only in City operations.
- (d) The Manager of Information Technology will determine the most appropriate equipment and/or features to meet identified needs.
- (e) The Manager of Information Technology will maintain an inventory of equipment and subscribed services which will provide the following information:
 - (i) department location
 - (ii) divisional location
 - (iii) type of hardware device
 - (iv) features/services subscribed

- (v) telephone number
- (vi) acquisition value of device/equipment
- (vii) log of changes made

2. Installation

- (a) Telephones and related equipment are for business use only.
- (b) Monthly billing/invoices will be reviewed by the Manager of Information Technology. Any questions or concerns on billing and/or usage will be forwarded to Departmental Directors for review and response. Billings will be approved by the Director of Corporate Services and/or the Chief Administrative Officer.

4.0 Approvals



Steve Kent, Chief Administrative Officer

October 8, 2018

Date