I.4 Voice and Data Communication Policy

(Rev., approved by the Associate Vice President on July 17, 2006)

This policy establishes guidelines for using voice and data communication devices when carrying out job duties. It is intended to conform to all applicable UM/UMS policies.

Failure to abide by any provision of this policy will result in administrative sanctions up to and including removal from University service.

I. Responsibility for Identifying Need and Monitoring Use

A. FM Directors are responsible for assigning communication devices (including desk phones, cell phones, Direct Connect units, pagers, radios, and data lines) as needed.

B. FM’s Telecommunications Specialist manages: desk phones; cell phones; Direct Connect devices; data lines; pagers and radios. The TS handles such tasks as: moves; installs; disconnects; changes; journal voucher transfers; coverage/feature selection, and cost monitoring. The TS also trains employees on device features and usage.

II. Guidelines for Assigning Communication Devices

A. Employees should have the lowest cost communication method(s) they need to effectively perform their assigned duties, and only the devices they need. Generally speaking, Directors have assigned as follows:
   a. Trades employees who work in the field – pager, radio or Direct Connect unit if needed;
   b. Foremen – pager, radio or Direct Connect unit if needed;
   c. Supervisors and other management staff – Desk phone, radio, cell phone and/or Direct Connect unit if needed; pager if needed.
   d. Field project managers and construction supervisors – Desk phone, cell phone and/or Direct Connect unit if needed.
   e. Desk employees – desk phone;
   f. Night shift/reflex and other unusual cases may require special consideration.

B. There are to be as few desk phones as possible in common areas such as workrooms, lunchrooms and conference rooms.
III. Guidelines for Assigning Cell Phones Based on Job Duties

A. The statewide policy on cell phones (www.dbm.maryland.gov) recommends assigning cell phones to employees who:
   a. Are mobile for most of the work period;
   b. Respond to emergencies;
   c. Are responsible for restoration of services; (and/or)
   d. Are integral to an agency’s decision process.

IV. Guidelines for Use of Communication Devices

A. All communication devices are to be used for state business only. However, as noted below, by compensating the University, employees may use their desk and cell phones for personal calls on a limited basis (and at a level that does not impact the employee’s job performance), by compensating the University.

1. Desk phones: Users should reimburse FM for the cost of personal long distance calls made on desk phones.

2. Cell Phones: To make personal calls from the FM-issued cell phone, employee may either purchase a 100 minutes/month plan from FM or add a personal phone line. Details are in the attached document “Options for Handling Personal Calls on FM Cell Phones”. These devices are state property and should be kept safe and secure, and turned in when no longer needed.

B. On Nextel cell phones the Direct Connect option should be used whenever possible. ITS can assist users in learning how to set up a DC list and use the feature effectively.

C. For more information, refer to UM Policy and Procedures Concerning Telephone System Usage at http://www.inform.umd.edu/PRES/policies/x300a.html for more information.

(Signature on Original

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Date

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