

SUBJECT: TELEPHONE REPAIR AND DATA WIRING

Supersedes: None
Effective: April 14, 2005
Page: 1 of 2

1.0 POLICY PURPOSE

Funds that were available to handle requests for data wiring, telephone repairs and installations have been drastically reduced to ensure that we, Detroit Public Schools, stay within our budget allocation. The divisional offices responsible for this type of work will review all work of this nature and certify requests for service, prior to submission of work teams for execution.

2.0 POLICY

For **telephone repairs and installation** the following policy applies:

The **Help Desk** will:

1. Continue to accept Help Desk tickets related to phone and wiring repairs, but only process those requests classified as emergency fixes where currently available i.e. main telephone line into schools, fire alarms, pool phones, principal's hotline, all existing fax lines, and Special Education classroom phones.
2. Create Help Desk tickets for non-emergency calls. The requestor must agree to and provide the funding needed to complete the work for all Adds and Moves. **If conditions of the request are questioned, the ticket will be assigned to the Network and Communications Office for review.** If the requester indicates that funding is available, the ticket will be assigned to an approved vendor who will estimate the cost to resolve the issue. If the estimate is acceptable to both the Network and Communications Office and the requester, to continue the process the requester must enter a requisition for the work that will result in a Purchase Order issued to the vendor. If the estimate is not acceptable, the ticket will be closed and the requester notified.

For **data wiring** the following policy applies:

The **Help Desk** will:

1. Accept all Help Desk tickets to maintain current data wiring requests, but only process requests for maintenance of the Administrative offices, such as those that need to access Student Information System or PeopleSoft **and** do not exceed the district's funding guidelines.
2. Create Help Desk tickets for new data drops and all other data wiring repairs, but the requester must have the funds to pay for the work. If the requester does not have funds to pay for the request, the ticket will be closed. If the requester indicates funding is available, the ticket will be assigned to an approved vendor who will estimate the cost to perform the service. If the estimate is acceptable to both the Network and Communications Office and the requester, to continue the process the requester must enter a requisition for the work that will result in a Purchase Order being issued to the vendor. If the estimate is not acceptable to either the requester or the Office, the ticket will be closed.

3.0 ISSUANCE OF REGULATIONS/STANDARD OPERATING PROCEDURES

The Chief Technology and Information Systems Officer has developed regulations and/or standard operating procedures to implement this policy.

4.0 FAILURE TO COMPLY

Failure to comply with this policy or the corresponding regulations and/or procedures may result in a recommendation to the Chief Executive Officer for appropriate disciplinary action.

5.0 EXCEPTIONS

Any exceptions to this policy must be documented and approved by the DPS Chief Technology and Information Systems Officer. The DPS Technology and Information Systems Network Manager will monitor actions that will create exceptions.

Attachments: Administrative Procedure 13.10 – Telephone Repair and Data Wiring

See also: None

Legal References: None

Labor Contract References: None

DETROIT PUBLIC SCHOOLS
ADMINISTRATIVE PROCEDURE

TELEPHONE REPAIR AND DATA WIRING

This Administrative Procedure implements Detroit Public Schools (DPS) Policy 13.10 – Telephone Repair and Data Wiring

1.0 Procedures

For telephone and data wiring the following procedures apply:

1. When the approved vendor arrives at your location, they have been instructed to sign in at the Administrative Desk at the central office. Upon completion of their work they have been instructed to sign out.
2. Upon completion of the work at your location, the approved vendor has been instructed to obtain a signature from either the work requester or the principal. This signature signifies that the requested work has been completed satisfactorily. If the work requester or the principal are not available when the technician is ready to leave, the vendor has been instructed to return to the work location on the next business day to obtain the signature.
3. To determine the status of an open Help Desk ticket, contact the DPS Telecommunications office at (313) 873-3350.
4. Do not receive on the Purchase Order (PO) until the following actions have occurred:
 - a. For telephone work, a call will be made from the Help Desk to ensure that the work requested has been done satisfactorily. Then you should receive on the PO.
 - b. For wiring, the work will be verified by a Telecommunications or Network technician who will let you know to receive on the PO.

If you have additional questions or concerns, please contact Elliot Jolesch regarding wiring or telephone and Viola Hubbard for policy assistance at (313) 873-3250