

Telecommunications Service and Equipment Management Policy

Telecommunications Management Group

Knowledge, Information and Technology Services

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1 Objective

The purpose of this policy is to ensure Department of Justice & Regulation (DJR) Telecommunications Services and Equipment are procured, implemented and maintained meeting relevant telecommunications policies, standards.

2 Scope

This policy applies to all DJR staff employed and contractors engaged by the department. The policy covers the provision, use and configuration of all DJR telecommunications Services and Equipment including:

- ♦ Mobile
- ♦ Fixed carriage services
- ♦ Video Conferencing
- ♦ Unified Communications
- ♦ Inbound 1300 & 1800 Services
- ♦ Audio Conferencing

This policy also applies to Services used within line of business tools and systems including:

- ♦ routers
- ♦ tracking devices
- ♦ monitoring devices
- ♦ traffic management devices
- ♦ wireless gateways

3 General Principles

The general principles that guide this policy are that:

- ♦ The departments Telecommunications Management Group (TMG) is responsible for management of all DJR Telecommunications Services and Equipment (excluding some line of business tools).
- ♦ TMG is responsible for procurement of DJR Telecommunications services and equipment to ensure the procurement does not breach existing contractual arrangements and meets DJR telecommunications policies, standards and guidelines.
- ♦ The purchase of DJR telecommunications Services and Equipment must be through Knowledge Information and Technology Services (KITS) and approved by an officer with the appropriate level of authorisation on the application form.
- ♦ TMG is responsible to audit telecommunications services and cancel unused services, review usage and service plans, and transfer services to align to departmental contracts.
- ♦ TMG from time to time may adjust service plans if cost savings have been identified.
- ♦ TMG develop standards and guidelines for telecommunications Services and Equipment, which are approved by the KITS Chief Information Officer (CIO).
- ♦ Business units allocated telephony Services and Equipment are responsible to ensure departmental telephony services are used in an appropriate and reasonable way to conduct departmental business
- ♦ Business units who have procured telecommunications services are responsible to ensure TMG is notified if a service is no longer required or for changes to a service.
- ♦ Justice Statutory Authority using DJR services and contracts must comply with all relevant telecommunications policies, standards and guidelines.

4 Provision of Telecommunications Services and Equipment

4.1 Business Unit Responsibilities

- ♦ The Business unit requesting Telecommunications Service and/or Equipment must complete the relevant request form or by contacting KITS.
- ♦ The officer with the appropriate level of authorisation must ensure there is a business requirement for the telecommunications Service and/or Equipment.
- ♦ Business units are responsible to ensure they keep accurate records of their telecommunications Services and Equipment.
- ♦ Business units must notify TMG of any critical telecommunications service and ensure testing occurs on a regular basis.
- ♦ Business units must ensure allocated telecommunications Services and Equipment are used in an appropriate and reasonable way to conduct departmental business.
- ♦ KITS must be notified if a telecommunications service is no longer required or changes to a service.

4.2 Telecommunications Management Group Responsibilities

Provision of Services and Equipment

- ♦ TMG will provision approved requests for telecommunications Service and/or Equipment.
- ♦ TMG will record Service and/or Equipment information as required.
- ♦ Telecommunications Services and Equipment provisioned will meet all relevant departmental telecommunications policies, standards and guidelines.

Auditing

TMG will audit Telecommunications services on a regular and ad hoc basis. The audit process aims to ensure services meet telecommunications standards, TMG records are accurate, verify service plan is correct, and identify any unused or surplus services.

If the service reviewed by TMG is determined to be on an incorrect service plan based on usage history, TMG may adjust the plan to allow cost savings for the department.

Service Cancellations and Barring

Telecommunications services that do not have an identified owner and/or undefined or no usage over a three (3) month period may be barred. The service will then be cancelled or reallocated after an additional three (3) month period after barring or earlier if confirmed it is not required.

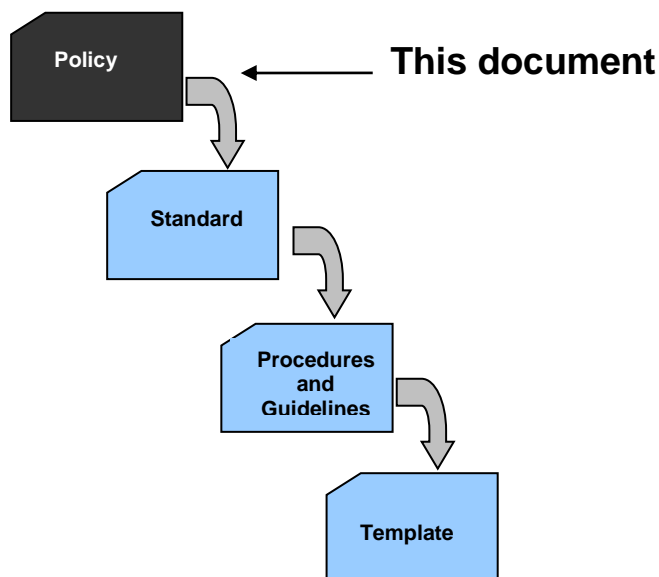
TMG will contact the business unit if known prior to barring and cancellation of services.

It is a business unit's responsibility to arrange the reactivation of any cancelled service by completing a new service request and are responsible for any reconnection fees.

Support

TMG only provide support services only for DJR telecommunications Services and Equipment provisioned through KITS.

5 Document relationship



6 Policy Status

The contents of this document represent the current Telecommunications Services and Equipment policy of the department and reflect the current and planned practices of the department.

This policy is issued under the authority of the Knowledge Management Committee (KMC)

7 Policy Review

This policy is subject to regular review and may be altered as and when appropriate, to ensure it remains up-to-date. All updates will be made available.

8 Further Information

For further information about this policy, contact the Telecommunications Management Group on 8684 6888 or email DOJ-KITS-Telecomms@doj.gov

9 Document information

Document details

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Version	Date	Description	Author
V0.1	11 05 15	First draft	Stephen Grubb
V0.2	12 05 15	Initial feedback from TMG	Stephen Grubb
V0.3	26 05 15	Updated to include P&C comments	Stephen Grubb

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V1.0	03 06 15	Updated to version 1.0 for presentation at KMC and review by KITS CIO	Stephen Grubb
V2.0	18 06 15	Created version 2.0 – review and approved by KMC	Stephen Grubb

Document approval

This document requires approval from the Chair of the KMC for policies

Audience

The audience for this document is all Department of Justice & Regulation staff and contractors to provide information on use and allocation of telecommunications Services and Equipment.

Reference material

Acronyms and terms	Description
DJR	Department of Justice & Regulation
Equipment	A system or device used in conjunction with a telecommunications service
KITS	Knowledge Information and Technology Services
Service	The method by which a telecommunications system or device is connected to the telecommunications network for the transmission of calls and other telecommunication traffic.
TMG	Telecommunications Management Group

10 Related Documents

This policy should be read in conjunction with the:

- ◆ Telephone usage and allowance policy
- ◆ Acceptable use of DJR internet services (Policy, Standards and Guidelines)
- ◆ Acceptable use of DJR email services (Policy, Standards and Guidelines)
- ◆ Acceptable use of DJR information assets (Policy, Standards and Guidelines)
- ◆ Accounts payable procedure – Mobile Device Payments
- ◆ Information Security Policy
- ◆ Information Privacy Policy
- ◆ Portable and attractive items policy
- ◆ Risk Management Policy
- ◆ Social media policy
- ◆ Fraud control policy
- ◆ Code of conduct for Victorian Public Sector Employees