



# Idaho State University

## POLICIES AND PROCEDURES

### ITS Responsible Use of Telephone, Telecommunications, and Networking Resources

ISUPP 2280

#### *POLICY INFORMATION*

**Policy Section:** *Information Technology Services*

**Policy Title:** *ITS Responsible Use of Telephone, Telecommunications, and Networking Resources*

**Responsible Executive (RE):** *Chief Information Officer*

**Sponsoring Organization (SO):** *Information Technology Services*

**Dates: Effective Date:** *August 17, 2009*

**Revised:** *January 22, 2018*

**Review Date:** *January 2021*

#### **I. PURPOSE AND SCOPE**

This document defines policy for the use and administration of Idaho State University (ISU) telephone, telecommunications, photocopier, and data networking resources. This policy applies to the use of University telephones, telecommunications, and data networking lines and circuits, equipment, products, services, and other related resources by University employees, students, or others with access to these resources.

#### **II. DEFINITIONS**

- A. **Telecommunications:** is the electronic exchange of any type of data over a wide variety of information transmitting technologies and systems including signs, signals, messages, words, writings, images and sounds, or intelligence of any nature by wire, radio, optical, or other electromagnetic systems. Telecommunication occurs when the exchange of information between communication participants includes the use of technology.

In conjunction with purchases and contracts negotiated by ISU and the State of Idaho, ISU owns and operates a centrally managed telecommunications network. The network is

state-wide with equipment, circuits, and services in various locations and cities throughout the State. The network resources include, but are not limited to, data networking systems, telephone systems, telephone sets, local and long-distance exchange carrier provided lines and circuits, long distance calling cards, forced authorization codes (FAC), personal identification numbers (PIN), 800 services, conference bridges and services, cellular phones and services, photocopiers, and other related resources and services.

### **III. POLICY STATEMENT**

ISU provides telephone systems, telecommunications systems, photocopier systems, and data networking systems equipment, products, services, and other related resources for use by its employees and students for business and educational purposes. Use of these University systems and resources, which result in charges to the University, are restricted to official University business. Use of these systems and resources for personal or other non-University purposes resulting in charges to the University, not otherwise incurred, is generally prohibited.

### **IV. RESPONSIBILITIES**

- A. The first responsibility of employees during scheduled work hours is to their work. Employees are to use University resources for work-related purposes. Employees shall use resources in accordance with departmental guidelines and this policy and procedure. Misuse of University resources is cause for disciplinary action up to and including termination and or the possibility of criminal charges.
- B. Subject to departmental restrictions and supervisor approval, personal use of University telephone lines, telephones, telecommunications services and circuits, photocopiers, and data networking systems and equipment, products, services, and other related resources that do not incur additional charges may be permitted in moderation. Individual departments may set internal guidelines governing personal use of these resources, as long as such guidelines reflect the employee's first responsibility to his/her work assignment and do not result in additional costs to the University.

### **V. PROCEDURES TO IMPLEMENT**

- A. Directory Assistance

Directory assistance calls made using University phone systems require the use of a FAC or long-distance calling card, even for local directory assistance. Any non-University related

directory assistance calls made on University telephones shall be placed using personal FAC or long-distance calling cards.

B. Private Business or Consulting Use

Use of University facilities, services, equipment, or other resources for consulting or other non-University business activities is prohibited unless a financial arrangement has been made between the individual and the University and has been approved by the department head or director prior to the employee's use for the external purpose.

C. 800 Service

In-bound 800 or similar services must be requested from NetCom using the Telephone Privileges Request Form (TPR). The request form requires the appropriate account director's and University Business Officer's (UBO) certifying signatures. In-bound 800 services are for business use only. In-bound 800 services may be requested where it is appropriate to aid in recruitment and servicing of students outside the local Pocatello calling area. Personal use of in-bound 800 services for family, friends, or others in order to avoid long distance charges is strictly prohibited.

D. Collect or Third-Party Calls

Collect or Third-Party calls and/or charges shall not be made or received using University telephone resources.

E. Cellular Communications Services

1. Cellular communications services and equipment include, but are not limited to, cellular phones, cellular data services, hot spots, routers, repeaters, and cellular machine-to-machine communications systems. They are issued to the University under a State of Idaho administered purchasing contract. An employee may obtain cellular communications services through the NetCom Department by submitting a properly completed Telephone Privileges Request Form (TPR). The request form requires the appropriate account director's and UBO's certifying signatures.
2. The security of a cellular phone, and any content stored thereon, is the responsibility of the employee to whom it is issued. Cellular phones must not be left in unprotected places or in any way exposed to use by unauthorized individuals. An access PIN or Fingerprint Touch ID should be used to reduce the risk of unauthorized use if the phone is lost or stolen. Lost or stolen cellular phones should be reported immediately to a supervisor and to NetCom.
3. Pre-paid cellular services are not authorized for University related business use and shall not be purchased with University funds.

#### F. Photocopiers

The Print and Postal section of NetCom centrally administers and manages the purchasing, placement, operation, and network connections of all photocopiers and multi-function printers under a State of Idaho administered purchasing contract.

#### G. Contracts and Contract Management

Centralized management and ownership of telephone lines, telephone equipment, telecommunications services lines and circuits, photocopiers, data networking products, services, and other related resources are administered by NetCom. NetCom manages contracts for services in compliance with State statute, as administered by the Idaho Department of Administration, and generally purchases services leveraging State of Idaho purchasing contracts.

Departments and/or individuals are not authorized to enter into any telecommunications or networking contract for equipment or services specified in this policy on behalf of the University or by using University administered funds. All equipment and services shall be centrally managed and administered by NetCom.