

TELEPHONE SYSTEM AND VOIP SYSTEM POLICY

ABSTRACT

Hibbing Community College is dedicated to moving into the future, not remaining in the past. As a part of this, we're moving to a Voice-over-IP (VoIP) telephone system which will grant us full control over our telephone services, and allow us to grant all of the modern services associated with an enterprise-grade PBX.

VoIP telephones are popular, and expensive. It is possible to spend \$2000 on a VoIP telephone and it may not work with the HCC system. The main objective of this policy is to ensure that Faculty and Staff do not purchase their own telephones, which have the very real possibility of not being compliant with the standards of the HCC telephone system.

VoIP PBX systems and VoIP Telephone specifications are not yet standardized and therefore it is very easy to purchase non-compliant hardware.

POLICY

Faculty, Staff, and Administration employees are PROHIBITED from purchasing and deploying their own VoIP telephones.

All employees who wish to purchase a specific telephone must be prepared to explain why they require that particular telephone, and justify the costs therein.

All employees must have the campus Network Administrator's approval before purchasing a VoIP telephone to be connected to the HCC VoIP system. This is to ensure that the telephone in question is compliant with our standards.

All employees and students must seek the permission of the Network Manager before connecting any VoIP device (telephone, PBX, or otherwise) to the HCC network.

All employees and students are prohibited from modifying the network configuration or location configuration of any telephone device on campus. Modifying the network configuration may leave your telephone in a non functioning state, and modifying location configuration may interfere with 911 services.

All employees and students are PROHIBITED from updating the software that runs the telephone. A Computer Services employee shall update the software as is necessary.

All configuration changes will be made by an authorized Computer Services employee.

Computer Services reserves the right to replace or remove your telephone at any time if a violation of any of this policy occurs. When a violation occurs, the employee's supervisor will be contacted immediately.

The HCC VoIP system is a telephone system and is subject to the policies of the State of Minnesota as pertains to acceptable usage; be it personal or business related. (e.g., personal calls are permitted, if they don't interfere with your job; any personal long distance calling is prohibited, etc)

Abuse of the system and its parts is PROHIBITED and shall results in immediate disciplinary action through your departments' supervisor. "Abuse" shall be determined by the campus Network Administrator and the Supervisor of Technology on a case-by-case basis.

Computer Services reserves the right to monitor the system in its entirety to ensure system stability and security. The system has the ability to record conversations, and monitor lines. It is also a system that is backed up regularly, so voicemail and other stored data may still be available even though the employee has deleted it.

Computer Services shall not purposely record or monitor lines unless directed to do so by the Provost of the College. No one else may authorize direct monitoring. The Network Manager may monitor a line for a few seconds when doing maintenance work. The Network Manager shall provide notice to the end user beforehand.

Computer Services shall also provide ample warning to all employees and students of the college when maintenance will occur. Computer Services shall not schedule any kind of outage for the system unless absolutely necessary and then, only after regular business hours.

Computer Services shall provide at least one battery-backed telephone per-building. In the event of a power failure, these telephones will still be available for calls.

Computer Services shall provide redundancy and fault-tolerance on the telephone system through backup hardware, and hardware replacement contracts with manufacturers.

Computer Services shall test all emergency lines (elevators and fire alarm) in cooperation with the Maintenance Department at least once per year.

Computer Services shall test the fault-tolerance of the system once per month.

Computer Services reserves the right to disconnect any portion of the network that is causing interference with the telephone system without notice.

POLICY CHANGES AND REVIEW

This policy is subject to change without notice. The campus Data Security Officer reserves the right to make exceptions, substitutions, or alterations to this policy on a case-by-case basis. Computer Services will review this policy annually. Changes and/or special requests pertaining to this policy should be directed to the campus Data Security Officer.