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STATE OF NEW JERSEY TECHNOLOGY CIRCULAR State Telecommunication Coordinators Policy	POLICY NO: **15-05-NJOIT**	
	SUPERSEDES: N/A	**EFFECTIVE DATE:** 05/27/2015
	VERSION: 1.0	**LAST REVIEWED:** 05/27/2015

1 PURPOSE

To clearly define the responsibilities of each State department and its subdivisions in the administration of wired phones, landlines, wireless phones, business trunks, primary rate interfaces (PRIs), circuits, voice mail and wireless devices. When a coordinator has been designated, the heads of these departments and subdivisions should task the telecommunications coordinator with the duties spelled out in this policy. This Circular is to be used in conjunction with other Treasury Circulars and policy directives referenced herein.

This policy should be read in conjunction with Treasury Circular 15-05-OMB/OIT Telephone Billing.

2 SCOPE

The Circular applies to all State Telecommunication Coordinators appointed by their agency.

3 AUTHORITY

This policy is established under the authority of the State of New Jersey. N.J.S.A. 52:18a-230 b. This policy defines New Jersey Office of Information Technology's (NJOIT) role with regard to technology within the Executive Branch community of State Government.

The New Jersey Office of Information Technology (NJOIT) reserves the right to change or amend this circular.

4 DEFINITIONS

Please refer to the Statewide Policy Glossary at http://www.nj.gov/it/ps/glossary/.

5 RESPONSIBILITIES FOR TELECOMMUNICATIONS COORDINATORS

5.1 General Duties

5.1.1   Monitor the daily administration of the telecommunications infrastructure.

5.1.2   Attend all Telephone Coordinator Meetings.

5.1.3   Initiate any requests for procurement of equipment and services.

5.1.4   Oversee installation and/or repairs in cooperation with vendor(s) and the OIT Telecommunications Group.

5.2 Billing

5.2.1   Send a copy of all Requests for Telephone Service (RTS) forms to the OIT telecommunications staff inbox at nit.request@oit.nj.gov to ensure that lines are properly added or removed from the telephone billing system.

5.2.2   Review OIT billing reports for accuracy.

5.2.3   Run and distribute OIT telephone bills and verify accuracy of bills.

5.2.4   Identify fraud and waste.

5.2.5   Report suspected fraud and waste immediately to the proper authorities.

5.2.6   Collect any monies due from employees for personal calls that exceed agency established thresholds, following agency and statewide procedures to deposit the money collected in accordance with the Treasury Circular on deposits by State agencies.

5.3 Inventory

5.3.1   Maintain an inventory record of all agency telecommunication lines. This would include additions of lines, changes to lines, deletion of lines, ownership of circuits, trunks, and voicemail boxes.

5.3.2   Complete a quarterly reconciliation to reveal/identify any potential weaknesses in the recording process.

5.3.3   Identify and Suspend service to Landlines identified as having zero usage. Suspend lines by using the CMAC phone number management system or you may request OIT Telecommunications Group to process your suspensions.

5.3.4   Determine usage/ownership of unfamiliar lines billed to agency.

5.3.5   Follow-up/track agency-requested suspensions and disconnects to assure billing changes have been made.

5.3.6   Conduct follow-up reviews to ensure the removal of terminated equipment and all associated services has been completed.

5.4   Manage Telecommunications Cost for Agencies

5.4.1   Report all account code changes to the OIT billing unit whenever there is a rollover of multiple lines to be reallocated to a new address.

5.4.2   Report any additions that affect multiple lines, such as the addition of a new division.

5.4.3   Seek out and adopt new strategies to cut costs and provide better service. (Examples: Installing next-generation technology and sharing services within a multi-tenant building.)

5.4.4   Conduct 'Zero Usage' Audits to keep a record of all changes such as additional lines added, suspended, canceled and deleted. Report any needed changes to OIT on a quarterly basis.

5.4.5   Share services when feasible with other agencies in order to keep costs down and build out redundant services.

5.4.6   Review telephone directory listings for accuracy, and, when listings are no longer needed, remove them to save cost.

5.4.7   Encourage lowest-cost option for conference calls.

5.4.7.1   *Ensure users are using State contracted, reservation-less conference calls whenever possible.*

5.4.7.2   *Ensure each Agency maintains two conference call numbers through the contracted vendor – ordered through the OIT Telecommunications Unit, which will in turn be billed to the agency directly.*

Note: These conference call numbers need to be utilized minimally once every 6 months to remain active.

5.4.7.3   *Encourage lowest cost option for Directory Assistance calls. Minimally, agencies should exercise the use of the State information line (865) 982-3782.*

5.5 Coordination of Physical Plant Upgrades

5.5.1 Agencies must coordinate and adhere to the wiring infrastructure based upon the wiring specifications developed by OIT and DPM&C. Please see Circular 14-15-DPMC/OIT, Minimum Communications Wiring Requirements for State-Owned and State Leased Space.

5.5.2 Agencies need to ensure any changes and updates to infrastructure adhere to existing telecommunication contracts and data services contracts.

5.6 Manage and Support All Planning and Implementation of PBX and Key System Switching Infrastructure

5.6.1 Work with agency/departments and OIT to understand needs, propose potential solutions and manage implementations.

5.6.2 Identify opportunities for cost savings (e.g., via consolidation and/or sharing of telephony resources/infrastructure).

5.6.3 Manage inventory and purchases of any upgrades or additions when made.

5.6.4 Interface with service providers and vendors and internal state organizations for trouble-shooting and problem-solving.

5.6.5 Services include, but are not limited to, landline telephone numbers, wireless numbers, both toll and toll-free numbers, POTs (plain old telephone service) numbers, digital subscriber lines (DSLs), voicemail, PRIs, T1 etc.

6 EXCEPTIONS AND NON-COMPLIANCE

Fulfillment of the duties and responsibilities of State Telecommunications Coordinator is essential for the effective and efficient management of the State telephone service. Responsible telecommunication management assures that the State handles lines appropriately and that it does not overpay, over-utilize or over -budget the number of lines necessary to maintain compliance with the zero usage standard.

Non-compliance with this policy may result in disciplinary action by the appropriate agency. Requests for exceptions for non-compliance with this policy shall be made to the Statewide CIO/Chief Technology Officer through the Chief Fiscal Officer of a Department/Agency.

7 DOCUMENT HISTORY

Version	Published Date	CTO	Sections Modified	Description of Modifications
1.0	05/27/2016	E. EMANUEL	0.0.0	Original Published Date
1.0	DD/MM/YYYY		None	Annual Review, Approved with no update
2.0	DD/MM/YYYY		0.0.0	
0.0	DD/MM/YYYY			
0.0	DD/MM/YYYY			Policy Rescinded by