

TELECOMMUNICATION POLICY

Last Modified:	June 2017
Review Date:	June 2020
Manager:	Vice-Chancellor
Approval Authority:	Vice-Chancellor

1.0 PURPOSE

Lincoln University is committed to providing Telecommunication¹ services to the organisation that are cost effective, whilst still meeting the business requirements. The centralised approach through Information Technology Services (ITS) ensures that consistency across the organisation is maintained, with a holistic approach applied to all connections and hardware, enabling the delivery of a consistent service at an optimum cost. Telecommunications sometimes include; mobile and fixed telephones, network services and internet connections.

2.0 OUTCOMES

- Telecommunication services, hardware, support, connections and accounts are centrally managed by Information Technology Services.
- Telecommunication connections meet end-user business requirements at a cost effective rate with a holistic overview of the organisation.
- Individuals are aware of telecommunication costs associated with their usage (nationally and internationally) and act reasonably and in the best interest of the organisation, taking due care with the hardware provided.

3.0 POLICY

3.1 Service

Telecommunication services are provided for work-related purposes and are to support business needs which will change from time to time. Information Technology Services will assess business needs through engagement with internal customers, seeking feedback & improving services where appropriate.

¹ Telecommunication – fixed line, mobile devices, hardware, connections, and associated services.

All hardware and connections paid for by the organisation are owned by the University and are managed by Information Technology Services. It is at the discretion of Information Technology Services to decide on what is best for the business when moving, releasing or porting fixed line or mobile device numbers.

Providing a consistently reliable service ensuring it meets the requirements of the organisation is imperative, therefore Information Technology Services will elect and build a relationship with the appropriate external providers. Lincoln University will ensure reliable telecommunication services are available to all staff to meet the business requirements at a cost-effective rate that is sustainable throughout the organisation.

When a staff member no longer requires a mobile device and/or connection, the device must be returned to Information Technology Services for termination of the service or potential reassignment. Faculties can request the device be reallocated within their department to another member of staff that requires a handset if applicable.

3.2 Cost

All telephony equipment must be purchased through Information Technology Services who will obtain hardware and services from preferred suppliers and leverage University-wide agreements.

University funded mobile devices and/or connections will only be supplied to staff who require a mobile device to support their role. All requests for mobile devices and/or connections must be approved by the staff member's line manager and should include the definable business requirements which may be subject to Fringe Benefit Tax. Personal numbers that are tied into contracts will not be transferred across to the Lincoln University account due to the cost involved.

All telecommunication costs paid for by the organisation are managed by Information Technology Services. Hardware and mobile device usage costs are funded by the owner's department. Centrally funded fixed line hardware for all departments are monitored for excessive usage.

3.3 Usage

University supplied mobile devices must be password protected to prevent unauthorised use.

Reasonable care must be taken to prevent accidental damage, loss or theft of mobile devices. Users may be required to meet the cost of replacing lost or damaged devices. If a phone is lost or stolen, the user must notify Information Technology Services within a reasonable time to get the connection suspended.

Devices with wireless capability must be set up to use the University wireless network and or any wireless network that is deemed safe and secure to use - when within range rather than the cellular network.

If a staff member wishes to retain their mobile phone number when leaving the employment of the University and/or they no longer require the connection as part of their job, then the number can be transferred to the staff member providing there are no costs to the University and approval has been given from their SMG manager.



Misuse of any University telecommunication equipment can result in the equipment being withdrawn from the staff member and the staff member being disciplined. As a minimum, the University may seek recovery of any costs incurred by the University through misuse.

4.0 RESPONSIBILITIES

- The Vice-Chancellor has overall responsibility for ensuring telecommunication is meets business requirements.
- Persons requesting a mobile device or connection must have approval from the appropriate budget holder for both the cost of device and ongoing connection charges.
- Information Technology Services as the subject matter experts are responsible for the day to day management of the telecommunication services, including hardware and account selection for fixed line and mobile devices.
- Managers are responsible for ensuring staff are using their telecommunication services in line with the policy and what is best for Lincoln University.
- Individual staff at Lincoln University are responsible for utilising the telecommunication service provided within the best interests of the organisation and abide by all local laws regarding telecommunication especially around mobile device usage.

[LINKS TO PROCEDURE\(S\) AND OTHER RESOURCES](#)

Appropriate Procedure around implementation of the policy (currently under review)

ITS Acceptable use policy (currently under review)

[IT Security policy.](#)

