

7.16 Procurement of Telecommunication Equipment and Services

Application: To All Department of Children's Services Employees

Authority: TCA 37-5-105 (3); 37-5-106

Standards: None

Original Effective Date: 04/01/01

Supersedes: DCS 06/02/14

Current Effective Date: 10/29/24

Last Review Date: 10/1/24

Glossary:

- ◆ None

Policy Statement:

The Department of Children's Services (DCS) shall adhere to the rules and regulations promulgated by the Department of Finance and Administration (F & A) for the procurement of telecommunication equipment and services.

Purpose:

To provide guidelines for procurement of telecommunication equipment and services.

Procedures:

A. Responsibility for telecommunication services

The Strategic Technology Solutions (STS), Telecommunications Division will facilitate, on behalf of DCS, the procurement, installation and termination of telecommunication equipment and services that include, but not limited to, the following:

1. Office Phone Lines, Equipment, Accessories or Services
2. Long Distance Services or Calling Cards
3. Mobile Communication Equipment or Services (Cell Phones, Tablets, Hot Spots)
4. Network Communication Equipment, Lines or Services; and
5. Conference Line Equipment or Services

B. Coordination of telecommunication services

1. Central Office:

The STS Telecommunications Division will serve as the site contact and will coordinate all requests for telecommunications services for DCS Central Office staff

2. Regional Offices:

The Regional Executive Director /designee will appoint an employee located at the regional office to serve as the site contact and coordinate requests for telecommunications services between the region and central office.

3. Field Offices:

The Regional Executive Director/designee will appoint an employee located at field offices to serve as the site contact and coordinate requests for telecommunications services between the field offices and the regional offices.

4. Youth Development Center (YDC):

The Superintendent/designee will appoint an employee to serve as the site contact and coordinate requests for telecommunications services between the YDC and central office.

C. Authorized Requestors and Approvals

1. Telecommunications site contact employees listed in Section B are authorized to request telecommunication equipment and services by submitting a [Service Now request](#).
2. Roles listed in the Appendix are approved by default for smart phones (a Service Now request is still required to be submitted).
3. For all other requests, prior to submission, the requests must be approved by management personnel from each Region, Division or Youth Development Center.
4. Requests for non-standard equipment (e.g. Tablets, Hotspots, etc) require additional DCS Budget approval.

D. STS Telecommunications Division responsibilities

1. The STS Telecommunications Division is responsible for processing telecommunications requests in a timely manner and will:
 - a) Serve as the liaison between the Department of F & A, STS Mobility team as applicable or necessary for telecommunications requests.
 - b) Serve as a subject matter expert for telecommunications problems, industry trends, and process improvements.

E. Roles and Responsibilities relating to Lost or defective telecommunication equipment

1. Lost telecommunication equipment:

Lost or damaged telecommunications equipment due to employee negligence may result in an Internal Affairs investigation, disciplinary action, and/or personal liability.

- a) Upon acknowledgement of the loss of a telecommunications device, employees are required to immediately report the loss to their direct supervisor.
- b) The supervisor will notify the appropriate site contact responsible for telecommunications.
- c) The telecommunication site contact employee is required to complete form [CS-0986 Incident Report for Damaged, Lost, Missing or Stolen State-Owned Property/Equipment](#) and attach it to a [Service Now Incident](#).
 - ◆ The request must indicate if replacement equipment is required.
 - ◆ Requests for replacements must be approved by management personnel of the Region, Division or Youth Development Center.

2. Defective telecommunication equipment:

- a) Employees can report defective equipment to their site contacts.
- b) The site contact employee will report the defective equipment to the STS Telecommunications Division and replacement equipment will be provided.

F. Termination or transfer of services

- 1. Supervisors and/or the appointed personnel in Section B of this policy are required to notify the STS Telecommunications Division of any need to terminate or transfer services via [Service Now](#).
- 2. Upon termination/separation, IPT voice mail users are required to reset the voice mail password back to their 7-digit telephone number when they change offices or leave State employment.
- 3. Termination of service for a cellular phone, office phone, or smart phone requires the immediate return of equipment to the local Property Officer. Local Property Officers are to ship all devices to the STS Telecommunications Division.

Forms:

[CS-0986 Incident Report for Damaged, Lost, Missing or Stolen State-Owned Property/Equipment](#)

Collateral Documents: None

Appendix:

DCS roles that will be approved by default for smart phones:

ADMIN SERVICES ASSISTANT 5	DCS TEAM COORDINATOR
ADMIN SERVICES MANAGER	DCS TRANSPORTATION OFFICER
AFFIRMATIVE ACTION MANAGER	DEPUTY COMMISSIONER 2
AFFIRMATIVE ACTION OFFICER 1	DEPUTY GENERAL COUNSEL
ASSISTANT COMMISSIONER 1	EDUC CONSULTANT 1
ASSISTANT COMMISSIONER 2	EDUC CONSULTANT 2
ASSOCIATE COUNSEL	EDUC CONSULTANT 3
AUDIT DIRECTOR 3	EDUC CONSULTANT 4
AUDITOR 2*	EXECUTIVE ADMIN ASSISTANT 2
AUDITOR 3	EXECUTIVE ADMIN ASSISTANT 3
AUDITOR 4	FACILITIES SAFETY OFFICER 2*
BUDGET ANALYSIS DIRECTOR 1	FACILITY ADMINISTRATOR 2
BUDGET ANALYSIS DIRECTOR 3	GENERAL COUNSEL 4
COMMISSIONER 2	HR DIRECTOR 3
COMMUNICATIONS DIRECTOR	HR DIRECTOR 4
CORRECTIONAL PRINCIPAL	HR MANAGER 1
CORRECTIONAL TEACHER SUPV	HR MANAGER 2
DCS CASE MANAGER 2*	INFO RESOURCE SUPPORT SPEC 3
DCS CASE MANAGER 3	INFORMATION SYSTEMS MANAGER 1
DCS CASE MANAGER 4	PSYCHIATRIC CHAPLAIN 2
DCS EXECUTIVE DIRECTOR 1	PSYCHOLOGICAL EXAMINER 1
DCS EXECUTIVE DIRECTOR 2	PSYCHOLOGIST
DCS FIELD SERVICES HR DIR 1	PSYCHOLOGY DIRECTOR
DCS FIELD SERVICES HR DIR 2	PUBLIC HEALTH NURSING CON 1
DCS INSTITUTION SUPERINTENDENT	PUBLIC HEALTH NURSING CON 2
DCS INTAKE SUPERVISOR	REGISTERED NURSE 3
DCS INTAKE TEAM COORDINATOR	REGISTERED NURSE 5
DCS INTAKE TEAM LEADER	SENIOR ASSOCIATE COUNSEL
DCS INTERNAL QUALITY CTRL DIR	TRAINING & CURRICULUM DIR 1
DCS INVESTIGATOR 2*	TRAINING & CURRICULUM DIR 2
DCS INVESTIGATOR 3	TRAINING OFFICER 1
DCS MENTAL HEALTH PRACTITIONER	TRAINING OFFICER 2
DCS PROGRAM DIRECTOR 1	
DCS PROGRAM DIRECTOR 2	
DCS PROGRAM DIRECTOR 3	
DCS PROGRAM MANAGER	
DCS REGIONAL DIRECTOR	
DCS SECURITY MANAGER	