



DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS

Program Statement

OPI: INFORMATION
TECHNOLOGY
Number: 2320.1D
Date: February 12, 2013
Supersedes: 2320.1C (04/03/09)
Subject: Issuance and Use of
Telecommunications
Equipment

1. **PURPOSE AND SCOPE.** To establish standardized procedures for authorizing the issuance, use and accountability of telecommunications equipment to D.C. Department of Corrections (DOC) personnel.
2. **POLICY.** Assigned telecommunications equipment is the property of the D.C. Government and shall only be used to conduct official government business. The need for the issuance and use of telecommunications equipment shall be determined by the official duties and responsibilities of each employee.
3. **APPLICABILITY.** This directive is applicable to all DOC employees.
4. **PROGRAM OBJECTIVES.** The expected results of this directive are:
 - a. Telecommunications equipment will only be issued to authorized employees.
 - b. Telecommunications equipment will only be used for official business.
 - c. An accurate database of Telecommunications equipment will be maintained to ensure accountability.
5. **NOTICE OF NON-DISCRIMINATION.**
 - a. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code § 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

6. DIRECTIVES AFFECTED

a. Directives Rescinded

- 1) PS 2320.1C Issuance and Use of Telecommunications Equipment (04/03/09)

b. Directives Referenced

- 1) PS 1220.1 Customer Service
- 2) PS 1280.2 Reporting and Notification Procedures for Significant Incidents and Extraordinary Occurrences

7. AUTHORITY

- a. D. C. Code § 24-211.02, Powers; Promulgation of Rules
- b. Mayor's Memorandum 2003-4, "Minimum Standards for Telephone Based Customer Service"

8. STANDARDS REFERENCED

- a. American Correctional Association (ACA), 4th Edition, Performance-Based Standards for Adult Local Detention Facilities: 4-ALDF-7D-15.

9. PROCEDURES

a. Agency Telecommunications Coordinator

- 1) The Agency Telecommunications Coordinator (ATC), assigned to the Office of Information Technology (IT), is the DOC liaison with the D.C. Government, Office of the Chief Technology Officer (OCTO), Telecommunications Division for all telecommunications requirements.
- 2) The ATC shall process all authorized requests for telecommunication equipment.
- 3) The ATC shall maintain an accurate database of telecommunications equipment, listing the make and model of the equipment, telephone number assigned to the equipment, the person or vehicle the equipment is assigned to, the date the equipment was activated or installed and the date the equipment was de-activated or taken out of service.

- 4) The ATC will conduct periodic reviews of Telecommunications equipment bills to ensure that the equipment is being used for official business only. If the ATC finds evidence of unauthorized calls, he/she will report the situation to the Office of Investigative Services (OIS) for investigation.

b. Issuance and use of Telecommunications Equipment

- 1) Requests for acquisition and issuance of telecommunications equipment must be submitted on the Access Request Form (Telecommunication Equipment) (Attachment A) for approval by the Director or his/her designee.
- 2) Telecommunications equipment will only be issued to employees whose duties require mobility away from their designated duty stations, who must be accessible at all times during their duty hours, and who are required to respond to emergencies and other urgent situations during non-duty hours.
- 3) Cellular telephones shall only be used for official government business. In the event that an employee must use a government issued cellular telephone for a personal call, he/she must report the call to the ATC and reimburse the government for which there is a charge for the call.
- 4) The ATC will ensure that telecommunications equipment is returned to inventory and/or de-activated upon the user's departure from the agency.
- 5) Loss or theft of telecommunication equipment shall be immediately reported to the Metropolitan Police Telecommunication Division at 202-727-1010. In addition, the loss or theft shall be reported to the ATC.
- 6) Employees who are issued items of telecommunications equipment are responsible for them. In cases where equipment is lost or damaged due to negligence, the employee may be required to pay for the equipment.
- 7) Employees shall make official notification of lost or damaged telecommunications equipment in accordance with PS 1280.2, "Reporting and Notification Procedures for Significant Incidents and Extraordinary Occurrences".

c. Request for Telecommunications Service (RTS)

- 1) All requests for telecommunications equipment and changes to service and rate plans will be made using the on-line Request for Telecommunication Service (RTS) system at <https://tipprts.octo.in.dc.gov/dc>.
- 2) When the equipment is received from the vendor, the ATC will ensure that it is recorded in the database before issuance.

A handwritten signature in black ink, appearing to read "Thomas Faust". The signature is stylized with a long horizontal line at the end.

Thomas Faust
Director

Attachment

Attachment A – Access Request Form (Telecommunication Equipment)