



FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE

Title: Telecommunications Procedures

Related Policy: FDJJ – 1309

I. DEFINITIONS

Authorization Number – The 13-digit agency identification number used on a Customer Service Authorization (CSA) to identify the circuit/region, city, and location where the service is needed.

Bureau of Finance and Accounting – Bureau at Headquarters that provides oversight and support for all financial matters within the Department.

Cellular/Wireless – Voice communications devices such as cellular telephones and satellite telephones

Cellular Phone Verification Form (Attachment 1) – Form utilized by Department staff to sign verifying their personal cellular/wireless telephone calls.

Cellular/Wireless User Database – Database file used to store information pertaining to all cellular/handheld devices Statewide and maintained from Headquarters and Regional offices.

CSA – Customer Service Authorization – The Department of Management Services, Information Technology Office, form COM9001, used to order telephone services.

GS1-SL – General Records Schedule 1 for State and Local Government Agencies, from the Department of State.

LEC – Local Exchange Carrier, i.e., AT&T, Embarq, Fairpoint, etc.

Standard Cellular Telephone Plan – A wireless communications plan chosen by DJJ management that has been determined to be the most economically viable and contains the features and services utilized by the Department.

Suncom – The single communications network system used by the State of Florida that provides local and long distance communications services to state agencies, political subdivisions, and municipalities.

Suncom Call Verification Form (Attachment 2) – Form utilized by Department staff to sign verifying their personal long distance telephone calls.

Telecommunications – Any voice operated device or service

Telecommunications Consultant – The staff member in the Bureau of General Services at Headquarters that has overall responsibility for telecommunications support in the department.

Regional Telecommunications Coordinator – The person in each Region and respective branch who coordinates all telecommunications support issues for his or her areas of responsibility.

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Telecommunications Liaison – A person from each program, Bureau, facility, or administrative office who serves as the point of contact for telecommunications support to the Telecommunications Coordinator.

Wireless Device – Cellular telephone, Blackberry, or other electronic device used by a DJJ employee to communicate for business purposes. This includes, but is not limited to, Voice, Data, or Text.

WSCA (Western States Contracting Alliance) – DMS authorized alternate contracting source that allows Sprint-Nextel to be used as a wireless vendor.

II. STANDARDS/PROCEDURES

A. Requesting Telephone Service (Headquarters):

1. Employees shall submit requests for telephone service to their Telecommunications Liaison in writing.
2. The Telecommunications Liaison (HQ) shall consolidate requests for their section or bureau and submit them to Telecommunications Consultant in writing.
3. The Telecommunications Consultant shall reviews requests and select appropriate resources to provide assistance:
 - a. Provide direct assistance if within their capabilities or;
 - b. Utilize a Local Exchange Carrier (LEC), by completing a Customer Service Authorization (CSA) if the scope of work is outside their capabilities; and
 - c. Notify and update the Telecommunication Liaison concerning the status of all requests, monitoring all work until request is completed.

B. Requesting Telephone Service (Circuits/Regions):

1. Employees shall submit requests for telephone service to their Telecommunications Liaison in writing.
2. The Telecommunications Liaison (Circuits/Regions) shall consolidate requests for their facility or administrative office and submit them to the Regional Telecommunications Coordinator in writing, with budget approval from the program branch.
3. The Regional Telecommunications Coordinator shall review requests and select appropriate resources to provide assistance:
 - a. Provide direct assistance if within their capabilities or;
 - b. Utilize the LEC, by completing a CSA if the scope of work is outside their capabilities (providing a copy of all CSA's to the Telecommunications Consultant); and
 - c. Notify and update the Telecommunication Liaison concerning the status of all requests, monitoring all work until request is completed.

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4. The Telecommunications Liaison (Circuits/Regions) shall notify the Regional Telecommunications Coordinator when requests are completed.

C. Review Suncom Long Distance Telephone Invoices (Headquarters):

1. The Telecommunications Consultant shall receive invoices; approve the original copies of the invoices and forward them to the Bureau of Finance and Accounting; and send electronic copies of the invoices to Telecommunication Liaisons in each bureau and section for review and confirmation.
2. The Telecommunications Liaisons must return confirmation of the review of invoices electronically within 30 calendar days, after receipt of the invoice.
3. The Telecommunications Liaison (Headquarters) shall receive invoices for their section or bureau, attach the Suncom Call Verification Form (Attachment 2) to the invoice and circulate the invoice throughout their section or bureau for review by employees.
4. Employees shall receive and review invoices for their telephone number and extension, verifying all calls are correct and were for state business, or indicate calls that were personal and require reimbursement. They shall then sign the appropriate portion to the Suncom Verification Form and return it to the Telecommunication Liaison with the reimbursement check if applicable (if total charges are over \$1.00, based on current DMS-SUNCOM rate).
5. The Telecommunications Liaison (Headquarters) shall receive invoices and all signed Suncom Call Verification Forms (Attachment 2) after all employees have reviewed the invoices, including any reimbursement checks for personal call charges; copying all documents and forwarding them to the Bureau of Finance and Accounting (retaining copies of all forms).

D. Review Suncom Long Distance Telephone Invoices (Circuits/Regions):

1. Regional Finance and Accounting staff shall receive invoices and make copies, approving the original copy of invoices and forwarding them to the Bureau of Finance and Accounting for payment. In addition, these staff shall divide copies of the invoices by facility and office, electronically sending them to the appropriate liaisons.
2. Confirmation of the review of invoices must be returned by the Telecommunications Liaison (Circuits/Regions) within 30 calendar days, after receipt of the invoice.
3. The Telecommunications Liaison (Circuits/Regions) shall receive invoices for their circuit or region, attach the Suncom Call Verification Form (Attachment 2) to the invoice and circulate the invoice throughout their office or facility for review by employees.
4. Employees shall receive and review invoices for their telephone number and extension, verifying all calls are correct and were for state business or indicate calls that were personal and require reimbursement.

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5. Employees shall sign the appropriate portion of the Suncom Call Verification Form (Attachment 2) and return it to their Telecommunications Liaison with a reimbursement check if applicable (if total charges are over \$1.00, based on current DMS-SUNCOM rate).
6. The Telecommunications Liaison (Circuits/Regions) shall receive invoices and all signed Suncom Call Verification Forms after all employees have reviewed the bill, including any reimbursement checks for personal call charges; forwarding reimbursement checks and copies of the Suncom Call Verification Forms to the Regional Finance and Accounting Section for review, being sure to indicate the organization code where the deposit is to be made.
7. The Telecommunications Liaison (Circuits/Regions) shall notify the Regional Finance and Accounting staff in writing when the review is complete.

E. Review of Recurring Local Service Telephone Invoices (Headquarters):

1. The Telecommunications Consultant shall receive and approve the original copies of invoices, forwarding them to the Bureau of Finance and Accounting for payment.
2. The Telecommunications Consultant shall review invoices to ensure CSA actions were taken and provide a list of active telephone lines on a quarterly basis to Headquarters sections and bureaus.
3. The Telecommunications Liaison (Headquarters) shall review lists of active telephone lines and coordinate revisions with the Telecommunications Consultant in writing or via electronic means.

F. Review Recurring Local Service Telephone Invoices (Circuits/Regions)

1. The Regional Telecommunications Coordinator shall approve invoices and forward them to Headquarters, Bureau of Finance and Accounting reviewing the invoices on a quarterly basis to ensure all CSA actions have occurred.

G. Review Cellular/Wireless Telephone Invoices:

1. The Telecommunications Liaisons (Headquarters) shall receive invoices, make copies and attach the Cellular Phone Verification Form (Attachment 1).
2. The Telecommunications Liaisons (Headquarters) shall approve original copies of invoices and forward them to the Bureau of Finance and Accounting for payment.
3. The Telecommunications Liaisons (Headquarters) shall circulate invoices throughout their section/ bureau for review by employees, collecting reimbursement checks for personal Cellular/Wireless phone calls and forwarding them, along with Cellular Phone Verification Form and copies of invoices, to the Bureau of Finance and Accounting within 30 Calendar days of receipt of invoices.
4. The Telecommunications Liaisons (Headquarters) shall maintain a file of all signed Cellular Phone Verification Form and copies of all personal call reimbursement checks.

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5. The Telecommunications Liaisons (Regions/Circuits) shall receive and approve original invoices, and forward them along with copies of the Cellular Phone Verification Form (Attachment 1) to the Bureau of Finance and Accounting for payment within 30 Calendar days of receipt of invoices.
6. The Telecommunications Liaisons (Regions/Circuits) shall circulate invoices throughout their office or facility for review by employees, collecting reimbursement checks for personal Cellular/Wireless phone calls and forwarding them, along with Cellular Phone Verification Form and copies of invoices, to the Bureau of Finance and Accounting within 30 Calendar days of receipt of invoices.
7. The Telecommunications Liaisons (Regions/Circuits) shall maintain a file of all signed Cellular Phone Verification Form (Attachment 1) and copies of all personal call reimbursement checks.

H. Follow Up of Late Suncom Invoice Reviews (Headquarters):

1. The Telecommunications Consultant shall determine which sections and bureaus are late with their reviews in Headquarters, sending reminder memoranda to appropriate sections and bureaus after the due date and notifying the appropriate ELT member of those sections and bureaus that are late with their reviews.

I. Follow Up of Late Suncom Invoice Reviews (Circuits/Regions):

1. Regional Finance and Accounting staff shall determine which facilities and offices are late with their reviews, sending reminder memoranda to appropriate sections and bureaus after the due date and notifying the appropriate ELT member of those sections and bureaus that are late with their reviews.

III. RESPONSIBILITY AND DUTIES

A. Headquarters Telecommunications Consultant:

1. Coordinate all Customer Service Authorizations (CSA) requests with Telecommunications Liaisons at Headquarters.
2. Provide technical advice in the purchase of telecommunications services and equipment.
3. Provide site analysis for new and existing facilities.
4. Provide local service and Suncom invoices to sections and bureaus at Headquarters for their review.
5. Assist Telecommunication Coordinators with Suncom and Cellular/Wireless issues.
6. Assist the regions with troubleshooting telecommunications issues. Provide technical assistance and advice as needed or as requested by the Regional Telecommunications Coordinators.
7. Create and maintain, through semi-annual review, Departmental Cellular/Wireless User Database.

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8. Update Department Cellular/Wireless Database with new users and termination, as supplied by Regional Telecommunications Coordinators, within ten working days.
9. Provide oversight in the standardization of proposed acquisition of equipment.
10. Train Regional Telecommunications Coordinators on all telecommunications operations.
11. Serve as the Telecommunications Coordinator for Headquarters.
12. Provide a quarterly usage report from all wireless carriers to the Administrative Services Director for review. Quarterly reports will identify cellular telephones that used less than 30 minutes and less than 0.5 gigabytes of data monthly. Program areas will be given an opportunity to update service plans according to use, suspend service when an employee is out for extended periods, and/or remove service from phones with little or no use.

B. Executive Leadership Team (ELT):

1. Designate a Telecommunications Liaison for their program and bureaus and provide list to Headquarters Telecommunications Coordinator.
2. Ensure their Telecommunications Liaisons at Headquarters receive training.
3. Ensure their Telecommunications Liaisons coordinate their monthly invoice review and turn in appropriate documentation to the Telecommunications Consultant and/or Finance and Accounting.

C. Regional Directors:

1. Designate a Regional Telecommunications Coordinator for each of their respective regions and provide list to Headquarters Telecommunications Coordinator.
2. Ensure their Regional Telecommunications Coordinators receive training.
3. Ensure their Regional Telecommunications Coordinators prepare their monthly invoice review and turn in appropriate documentation to the Regional Finance and Accounting Staff.

D. Regional Telecommunications Coordinators:

1. Designate a Telecommunications Liaison for each location, facility and administrative office in their region and provide list to Headquarters Telecommunications Coordinator through their respective Regional Director.
2. Coordinate all CSA requests with the Telecommunications Liaisons in their regions to include the completion, submittal, and monitoring of all paperwork in accordance with the local telephone company.
3. Assist all Telecommunications Liaisons with the acquisition of telecommunications instruments and services utilizing state contracts and appropriate vendors identified by the Headquarters Purchasing Section.

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4. Coordinate Suncom issues and service in their regions.
5. Coordinate the procurement of all telecommunications services in their regions.
6. Provide oversight into standardization of all acquired equipment for the area they support.
7. Provide training to the Telecommunications Liaisons in their region.
8. Assist the Regional Finance and Accounting Staff in resolving any issues with invoices.
9. Maintain through semi-annual review, Regional Cellular/Wireless User Database.
10. Update Regional Cellular/Wireless Database with new users and terminations, as supplied by Telecommunications Liaisons, within ten working days.
11. Perform quarterly audit of five percent of all personal telephone account usage and reimbursement to the Department within their respective regions and file for future reference.
12. Document justification for each employee, as to the need for a cellular/wireless device and file for future reference.
13. Coordinate, purchase, and maintain the standard cellular telephone plan that is implemented.

E. Regional Finance and Accounting Staff:

1. Approve all telecommunications invoices for their regions and return invoices to Headquarters.
2. Review all payments for personal telephone calls and forwarding documentation to Headquarters Finance and Accounting bureau.

F. Telecommunications Liaisons (Circuits/Regions):

1. Serve as the point of contact for all telecommunications issues in their section or facility.
2. Consolidate and submit telecommunications issues in their section or facility to the Regional Telecommunications Coordinator. Requests should be accompanied by budget approval from the program branch.
3. Train staff members on telephone usage and review of telephone invoices.
4. Collect reimbursements for personal Suncom and Cellular/Wireless telephone calls and forward to the Regional Finance and Accounting Section for review. The Regional Finance and Accounting Section will review then forward the payments to the Bureau of Finance and Accounting at Headquarters.
5. Maintain a file of all signed Suncom Call Verification Forms.
6. Maintain a file of all signed Cellular Phone Verification Form.
7. Maintain a copy of all personal call reimbursement checks.

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8. Document justification for each employee, as to the need for a cellular/wireless device and file for future reference.
9. Coordinate, purchase, and maintain the standard cellular telephone plan that is implemented.
10. Maintain through semi-annual review, Regional Cellular/Wireless User Database.
11. Update Regional Cellular/Wireless Database with new users and terminations within ten working days.

G. Telecommunications Liaisons (Headquarters):

1. Serve as the point of contact for all telecommunications issues in their bureau or section.
2. Consolidate and submit telecommunications requests to the Telecommunications Consultant.
3. Audit and approve all invoice charges for telephone service in their bureau or section.
4. Train staff members on telephone usage and review of telephone invoices.
5. Collect reimbursements for personal Suncom and Cellular/Wireless telephone calls and forward to the Bureau of Finance and Accounting.
6. Maintain a file of all signed Suncom Call Verification Forms.
7. Maintain a file of all signed Cellular Phone Verification Form.
8. Maintain a copy of all personal call reimbursement checks.
9. Document justification for each employee, as to the need for a cellular/wireless device and file for future reference.
10. Coordinate, purchase, and maintain the standard cellular telephone plan that is implemented.
11. Maintain through semi-annual review, the Departmental Cellular/Wireless User Database.
12. Update Cellular/Wireless Database with new users and terminations within ten working days.

H. Department Staff:

1. Utilize Department assets such as telephones, cellular telephones and pagers for official State business only. Such usage includes, but is not limited to Email, voice, and texting. Cellular/Wireless devices should be assigned only to staff who meet one of the following criteria:
 - a. Travel from their assigned work site on State business for a significant portion of their workday.
 - b. Have a frequent or recurring need to communicate with others while away from their assigned work area.
 - c. Must be accessible at all times.

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2. Verify and sign monthly Suncom Call Verification Forms, certifying appropriate use of telephone assets (Attachment 2).
3. Verify and sign Cellular Phone Verification Form, indicating invoices were reviewed and if personal calls were made (Attachment 1).
4. Make reimbursement for personal usage of cellular telephones if cost for usage exceeds more than \$1.00 per invoice in accordance with the DFS-Reference Guide for State Expenditures.
5. Make reimbursements for personal usage of Suncom long distance if cost for usage exceeds more than \$1.00, calculated at the current DMS-Suncom rate.
6. Report any telecommunications requests to the Telecommunications Liaison.

IV. ATTACHMENTS

Attachment 1 - Cellular Phone Verification Form (revised 11/30/11)

Attachment 2 - Suncom Call Verification Form (revised 11/30/11)