

# **PHOENIX FIRE DEPARTMENT**

## **VOLUME 1 – Operations Manual**

### **REQUISITION FOR WIRELESS EQUIPMENT**

#### **AND TELECOMMUNICATIONS SERVICES**

**MP112.02 08/04 - R**

#### **PURPOSE**

The purpose of this Management Procedure is to establish department guidelines relating to:

- Acquisition of wireless equipment
- Installation
- Modification
- Related systems

This procedure establishes authority for Technical Services to set priorities, schedules, monitor work in progress, and manage costs relating to telecommunications services and equipment. departmental practices and procedures relating to the planning, acquisition, installation and modification of telecommunications equipment and related systems. These procedures will enable Computer Services to establish reasonable priorities and schedules, track work in progress and manager and control the cost relating to telecommunications services and equipment.

Telecommunications equipment and services are required in today's busy world but incur a substantial cost to City government. The Fire Department will evaluate new and more cost effective services and equipment as technology develops.

This Management Procedure complies with City of Phoenix Administrative Regulations:

- A.R. 1.73
- A.R. 1.64

#### **SCOPE**

This procedure applies to all Divisions, Sections and employees of the City of Phoenix Fire Department.

#### **GENERAL**

Technical Services (The Computer Services Section) is responsible for the acquisition, planning, installation and modification (telecommunications systems planning, acquisition, installation and modifications) for all telephone systems and related equipment. (used by the Phoenix Fire Department. User sections) Sections are responsible for justifying, (budgeting,) operating, and monitoring the use of (the subject) equipment. (, including cellular phones)

Telecommunications services and equipment are telephones, voice and data grade circuits, pagers, wireless equipment, and telephone cabling. (Planning includes site surveys for new telephone system installations and relocation of existing systems and equipment.)

Technical Services will complete Telephone Service Request (TSR) forms and coordinate with ITD, Norstan or other outside agencies regarding new service or changes to existing systems. (Acquisition includes requests for Pactel pager, replacement and upgrading of existing equipment, purchase of cellular phones and related equipment and accessories.

Installation includes the installation of additional equipment at existing locations or sites.

Modification includes requests to change equipment location, changes to telephone numbers, reassignments of cellular phones, etc.

The Computer Services Section will provide support, site surveys, recommendations and other assistance needed to maintain the operation of Fire Department telephone systems.

In addition, Computer Services will complete Telephone Service Request (TSR) forms as well as providing additional support as may be required within the scope of this document.

All coordination with CityCOM, Ericsson or other outside agencies regarding changes to existing systems and new services or equipment shall be handled by the Telephone Services Coordinator.

All requests for services, installations, acquisitions, and modifications shall be processed on a Computer Services Request form (Form No. 90-40D) and approved by the Assistant Chief in charge of that Division and/or Section prior to being submitted to the Telephone Services Coordinator.

For each service request, every effort will be made to provide the best service at the least cost to the City. Each requester should first determine if the requested service or change is necessary due to inadequate equipment or service.

Cellular phones are the property of the City of Phoenix and are restricted to official use only. The number and duration of calls shall be kept to a minimum.)

### **DETAILED PROCEDURE**

The following procedures outline the requirements necessary to request fixed telephone systems and related services. These procedures have been established to provide a coordinated approach to systems planning and integrated systems installation, maintenance and modifications. These procedures are intended to increase system efficiency and reduce costs through the standardization of procedures.

### **PLANNING AND INSTALLATION OF TELEPHONE EQUIPMENT**

Planning includes site surveys for relocation of existing systems and equipment and for new telephone system installations (of new facilities to determine system requirements, placement of

equipment, type of equipment, system features and training requirements). Technical Services will conduct site surveys, recommendations and provide other assistance as needed.

Installation includes phone lines, FAX lines, computer lines, LAN wiring, remote ringers or instruments that may be requested in a section or station. Information provided should include instrument type, features required and phone placement.

### **RELOCATION/REMODELING OF EXISTING PHONE SERVICES**

The Telephone Services Coordinator shall schedule a date and time to meet with the Section supervisor, representatives from Ericsson and CityCOM at the relocation/remodeling site.

The Section supervisor shall provide to the Telephone Services Coordinator a floorplan and a list of existing lines (including modem and/or FAX number and data circuits).

Instrument type, placement, as well as circuit location will be determined and a tentative date will be set for equipment installation. Training on telecommunications equipment is available and will be scheduled on request.

### **NEW FACILITIES, RELOCATION AND REMODELING OF EXISTING PHONE SERVICES (FIRE STATIONS, OFFICES, ETC.)**

- Technical Services will schedule a site survey with the Section or designee.
- The Section will provide to the Telecommunications Coordinator a floor plan indicating placement of phone equipment.
- Technical Services and the Section designee will agree upon a date for installation.

DELETE: New phone services, including instrument type, placement and circuit location will be determined at the appropriate planning review meetings based on site survey needs.

### **CELLULAR (WIRELESS) EQUIPMENT**

- Acquisition includes initial purchase of cellular (wireless) phones, replacement of existing equipment; as well as related accessories and supplies. (upgrades in instrument type and replacement of existing equipment, initial purchase of cellular phones as well as related accessories and supplies.)

Cellular phones are a controlled item per City of Phoenix AR 1.64.

#### **New cellular phone service:**

- To obtain new cellular phone service, the Fire Department Division Head will forward a memo to the Deputy City Manager requesting signature approval.
- The memo should include justification for the new service and how the cellular phone use relates to improving service effectiveness and/or increasing productivity.

#### **Cellular billing procedure**

- Monthly cellular billing charges are reviewed and forwarded to the Division Head in charge of the Section.

### **Responsibility**

- Each Section Head shall monitor cell phone usage to ensure compliance with City policy AR 1.64.
- Lost or stolen cellular phones should be reported to the Police Department and the Telecommunications Coordinator's office immediately. A Lost, Stolen or Damaged (LSD) report form is to be completed and forwarded to the Telecommunications Coordinator through the appropriate Section Chief.
- The reassignment of cellular phones must be coordinated through the Telecommunications Coordinator at Technical Services.

### **ACQUISITION OF PAGING EQUIPMENT PROCEDURE**

- Departmental pager request forms must be completed by the user and submitted to the Technical Services Supervisor for approval.
- Provide the user name along with an explanation on how the pager will enhance job performance.
- Pagers are issued to specific, 40-hour staff positions or personnel working on special projects. Pagers shall be returned upon completion/termination of such assignment.

Report any lost, stolen or damaged pagers to Technical Services. Complete a Lost, Stolen or Damaged (LSD) form and forward to the Telecommunications Coordinator at Technical Services.

### **MALFUNCTIONING EQUIPMENT PROCEDURE**

- Report phone problems or needed repairs to the Telecommunications Coordinator's office at 602-256-4346.
- Modifications and/or changes to City owned phone equipment at a City facility is restricted.
- Only an authorized technician will perform modifications, changes, or repairs to phone equipment. Serious damage can result if improperly serviced.
- Digital phone systems are not interchangeable.

This internal policy is intended to communicate the minimum, standard guidelines for telecommunications services or wireless equipment.

If there are any questions, please contact Fire Technical Services at 602-256-4346.