



REPORTING TELEPHONE SYSTEM PROBLEMS PROCEDURE (TCH-P023)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process of reporting telephone system problems to the Technology Department of Clarksville-Montgomery County School System.

The online version of this policy is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Technology Department Administrative Assistant
- 2.2 Technology Coordinator

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Technology Officer (CTO)

4.0 DEFINITIONS:

None

5.0 PROCEDURE:

- 5.1 Employee should determine whether the problem affects a single user or a few users at the location, or encompasses an outage at the entire location.
- 5.2 If the Employee determines that the problem affects a single user or a few users at the location, but not the entire location, the Employee should enter a Technology Work Order at <https://techlink.cmcoss.net>
 - 5.2.1 The Technology Work Order should specify the location of the phone, phone number and extension of the telephone, classroom/room number, and contact person, as well as a detailed description of problem, i.e., no dial tone, no voicemail, unable to hear outside ring, damaged equipment, etc.
 - 5.2.2 Once a Technology Work Order is submitted, the appropriate technology personnel will determine whether the issue can be resolved internally or should be addressed externally.
 - 5.2.2.1 If the issue can be resolved internally, the appropriate technology personnel will take the appropriate steps to resolve the issue, and then close the Technology Work Order.
 - 5.2.2.2 If the issue should be addressed externally, the appropriate technology personnel will transfer the Technology Work Order to the Contracted Services queue to coordinate a resolution of the issue. Once the Contracted Services provider resolves the issue, the Technology Work Order is closed.
- 5.3 If the Employee determines that the outage appears to affect every user at the location, the Employee will contact the Technology Department Administrative Assistant at (931) 920-7944 or Technology Coordinator at (931) 920-7951.



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- 5.3.1 The Employee should describe the problem in detail, i.e., no dial tone, no audio, damaged equipment, etc.
- 5.3.2 The Technology Department Administrative Assistant or Technology Coordinator will contact the appropriate external service provider and coordinate a resolution of the issue. The Technology Department Administrative Assistant or Technology Coordinator in the Telephone Repair Record will record a description of the issue and Work Ticket Number issued by the external service provider.
- 5.4 If the Technology Department Administrative Assistant or Technology Coordinator determines that the outage occurred as a direct result of an event covered by insurance (i.e. storm, vandalism, etc.), he/she will contact the Safety and Health Department to initiate policy claim process.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Telephone Repair Record – Electronic document stored on the Technology Department Administrative Assistant’s computer.

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Telephone Repair Record	Technology Department Administrative Assistant’s computer	Perpetual	Permanent	Secured building
Work Order	Electronic	Perpetual	Delete	Electronic Back-up

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
4/10/06		Initial Release
10/31/06	A	Update Secretary to Administrative Assistant, add location of phone in 5.1.1, update flowchart
10/31/08	B	Change logo, update contacts in 5.2, 5.5.1, 5.5.2, & 5.6 and update 5.2.1, 5.2.2, & 5.3 with “corrected using district resources”, revise flowchart to reflect updates
11/4/16	C	Changes throughout due to system changes. See previous revision.
2/6/17	D	Removed flowchart and updated Safety and Health Department name.
3/16/17	E	5.2 added work order link. 5.3.1 changed voicemail and ring to audio. 5.3.2 added “external” before service provider. 5.4 updated safety and health department name. Updated record retention table.



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10/23/18	F	5.2, updated website link. 5.2.2, 5.2.2.1, and 5.2.2.2, replaced “technology admin asst” with “appropriate technology personnel”. 5.3, added phone numbers. 5.3.2, replaced “a description of the issue and work ticket...” with “the technology department admin asst or technology coordinator...”. Updated flowchart.
4/19/22	G	5.2 changed help to link.

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in “Exhibit A” of this procedure.

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