SUBJECT:	**TELEPHONE SYSTEM REPAIR**	**Policy No.:**	605
		Supersedes:	New
		Revision Date:	9/30/04
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I. **PURPOSE:**

To establish procedures for Information Management Services (IMS) in processing and reporting telephone system repair or when telephones are down.

II. **POLICY:**

To provide the facility with a protocol that will ensure that telephone system maintains as continuous service as possible.

III. **PROCEDURE:**

The procedures for telephone system repair processing are divided between those followed during normal business hours and off hours.

During Normal Business Hours, Monday through Friday (7:00 a.m. - 5:00 p.m.)

Staff will contact the IMS Help Desk at 401-4357 (401-HELP) to request telephone repair or report when system is down.

The Help Desk will:

- Enter information into Portal System and issue a ticket number to the caller and assign a ticket to in-house telephone technician.

- Contact the Internal Services Division (ISD) Telephone Repair Desk (TRD) at (562) 922-0611 to report the problem.

- Enter TRD's ticket number into Portal System.

The TRD will create a repair order and forward to Internal Services Department (ISD) Technician. ISD Technician will repair/replace telephone components and contact the Help Desk to report the TRD ticket is resolved.

The Help Desk will make appropriate notations into Portal System and enter it in the Help Desk Problem Log.

Off hours, Weekends and Holidays

Staff will contact the Telephone Operator to request telephone repair.

The Telephone Operator will contact TRD at (562) 922-0611 to report the problem. The TRD ticket number and related information will be entered into the Admission and Referral Office Trouble Log.

TRD will create a repair order and forward to ISD Technician. ISD Technician will repair/replace telephone components and contact the Telephone Operator to report that the TRD ticket is resolved.

The Telephone Operator will update the Trouble log.

The Telephone Operators will provide the Help Desk with a copy of the Trouble Log on the next business day. Data from log will be entered into Portal System and a ticket number issued by the system.

- If the TRD ticket is closed, the Help Desk will notate the status in Portal System, close the ticket and contact the end-user, if appropriate.

- If the TRD ticket is open, the Help Desk will contact the end-user to issue the Portal System ticket number.

- The Help Desk will enter it in the Help Desk Problem Log