

STATE OF MARYLAND  
MILITARY DEPARTMENT  
Fifth Regiment Armory  
Baltimore, Maryland 21201-2288

MD Military Department Regulation  
Number 5-20

September 1, 2003

INFORMATION TECHNOLOGY

Telecommunications Management

1. **PURPOSE.** This Regulation will provide guidance to employees and supervisors pertaining to the acquisition or repair of telecommunications equipment, systems and services used by the Military Department and the Maryland Emergency Management Agency. Additionally, it provides guidance that employees must follow in the use of such equipment.

2. **AUTHORITY**

a. The DMIL IT Manager has final approval on all actions pertaining to the acquisition and disposal of telecommunications equipment, systems and services used by the Military Department and the Maryland Emergency Management Agency.

b. The DMIL IT Manager and the Maryland Emergency Management Agency (MEMA) Telecommunications Coordinator have the authority to revoke their respective department/agency individual's telecommunications privilege for failure to comply with these guidelines.

c. Final approval on all requests will be subject to available funding.

3. **APPLICABILITY.** This regulation is applicable to all state and military personnel utilizing state owned telecommunication services.

4. **RESPONSIBILITIES/LIABILITY**

a. For the purpose of this regulation the DMIL Information Technology Manager shall also have the additional duty as the Agency's Telecommunications Coordinator (TC).

b. It shall be the responsibility of the DMIL TC and MEMA Telecommunications Coordinator to control and monitor their department/agency's respective telephone costs and/or needs related to the acquisition of telecommunications equipment, Systems, and service used by the Military Department and MEMA.

c. All discrepancies regarding telephone charges should be directed to the Office of Information Technology (Telecommunications) Room 6, 5<sup>th</sup> Regiment Armory, Baltimore, MD 21201-2288, 410-462-8971 attn: TC. All MEMA related discrepancies regarding telecommunications charges shall be directed to MEMA's Office of Budget, Fiscal and Logistics, Rm S-41, Maryland Emergency Management Agency, 5401 Rue Saint Lo Drive, Reisterstown, MD 21136

d. Individuals who are issued wireless phones, accessories or pagers are reminded that they have a pecuniary liability for such equipment. Misuse causing damage or loss due to negligence will result in the individual being charged for the item.

**5. REFERENCES.**

- a. Military Department Reg 5-14, 14 Aug 89.
- b. DBM Office of Information Technology Memorandums # 1, 2, and 3 dtd June 89 revised Feb 99. And DBM letter dtd. July 23, 2003 addressing Statewide Policies and Procedures for cellular services.

**6. AUTHORIZED AND PROHIBITED USE OF STATE TELEPHONES**

a. The use of State telephone systems (including calls from cellular, PCS and/or car phones) shall be limited to conducting official business only, avoiding unnecessary calls and keeping time of calls to a minimum. (Except in the following instances).

(1) The use of State telephone systems for personal or emergency calls may be authorized if the call meets all of the following criteria and the individual understands that he/she is responsible for the cost of the call:

- (a) It does not adversely affect the performance of duties by the employee.
- (b) It is of reasonable duration and frequency.
- (c) It reasonably could not have been made at another time.
- (d) It is of an emergency or important matter only.

b. Unauthorized personal long distance calls (regardless of calling area) that must be made or received may be made if the call is:

- (1) Charged to the employee's home phone number or other non-State number, (third party).
- (2) Made to a toll free number.
- (3) Charged to the called party (collect call).
- (4) Charged to a personal telephone credit card.

c. Prohibitions

- (1) The practices outlined in this paragraph are prohibited. Willful violations of this policy can, after investigation by the TC's result in administrative actions, including individuals being billed for inappropriate use, suspension or dismissal.
- (2) Use of any State-owned or leased equipment or facility for other than official business or as noted in paragraph 6, a, (1).
- (3) Listening-in or recording of telephone conversations, except as specified by appropriate legal authority.
- (4) Charging the cost of any calls to the State as a "third party" i.e. calls from one location to another location and billed to third number. Individuals who must make this type of call must acquire a calling card.
- (5) Calls to numbers that provide entertainment or services on a "pay for call" (audiotex) basis.
- (6) The use of operator assisted calls (411 etc.) is prohibited except in emergency conditions and/or when phone numbers cannot be ascertained utilizing conventional methods (phone book, internet etc.). **The use of operator assisted dialing is strictly prohibited in all cases.** The TC's will monitor and investigate such activities and report findings to the Director of Finance and Administration for disciplinary action.
- (7) When it is reasonable to expect that roaming charges may apply to a call, the individual should exercise every effort to make the call from a standard desk phone. Excessive roaming charges will be monitored by the TC's and will be charged to the individual if found in violation of this requirement.

## 7. WIRELESS TELEPHONES AND PAGER SERVICE

- a. The following shall apply to all cellular, wireless phones and pagers for use by all State employees of the Military Department and the Maryland Emergency Management Agency.
- (1) Issuance of cellular phones shall be restricted to business use of officials and State employees who travel from their assigned work site on State business for a significant part of their normal work day, have frequent and recurring need to communicate with others while away from their assigned work site, and must be accessible at all times.
  - (2) Installation of wireless phones in personal vehicles shall be discouraged. If a wireless
  - (3) phone must be installed in a personal vehicle a waiver of liability from the insurer of the personal vehicle relieving the State of liability associated with the use of the cellular phone must be included in the request for acquisition of the equipment. Authorization for need and installation of a wireless phone in personal vehicles must be approved by the individual's supervisor.
  - (3) **Reassignment of wireless phones and/or pagers to a different employee, vehicle, service provider and/or discontinuance of service is prohibited by the user.** All such actions will be the responsibility of the DMIL Telecommunication Coordinator, Office of Information Technology, Room 6, 5<sup>th</sup> Regiment Armory, Baltimore, MD 21201-2288, 410-462-8971 and MEMA Telecommunications Coordinator, Rm S-24, Maryland Emergency Management Agency, 5401 Rue Saint Lo Drive, Reisterstown, MD 21136. Individuals found to be in violation of this paragraph will have service for such wireless phones or pagers suspended immediately by their respective telecommunication manager/coordinator.

## 8. REQUEST FOR ACQUISITION OF CELLULAR TELEPHONE EQUIPMENT & SERVICES

### a. Requests

- (1) All requests for wireless phones and pager services and accessories must be authorized by the Program Manager utilizing the Telecommunication Request Form (see attachment #1) in accordance with the criteria outlined in this policy memorandum. The DMIL or MEMA Telecommunications Coordinator will coordinate all requests with the Department of Budget and Management (DBM) Telecommunications for their respective department/agency.
- (2) All Program Managers shall consider the assignment of pagers in lieu of wireless phones whenever possible to conduct day to day business
- (3) Upon the approval of request by the Program Manager (TR form) it will then be forwarded to DMIL Office of Information Technology (Telecommunications) Room 6, 5<sup>th</sup> Regiment Armory, Baltimore, MD 21201-2288, attn: TC, 410-462-8971 or MEMA Telecommunications Coordinator, Rm S-24, Maryland Emergency Management Agency, 5401 Rue Saint Lo Drive, Reisterstown, MD 21136. Written justification must accompany the request, indicating that the request meets all criteria established for wireless phones and pagers. The justification must include the name and the title of the user and a statement indicating why a wireless phone is needed and a pager would not fit their needs. Justification is required for either item.
- (4) Wireless phones or pager service and maintenance shall be acquired using the open contract for such service established by the DBM Telecommunications. Upon receipt of wireless phone or pager by the DMIL Information Technology Manager, the user will sign a receipt for such equipment. The user will return equipment to the DMIL Office of Information Technology (Telecommunications) or MEMA Telecommunications Coordinator upon leaving the department or reassignment not requiring the use of a wireless phone or pager. Failure to do so may result in requiring the employee to reimburse the State for the cost of equipment and service.

b. Usage Review

- (1) Wireless phone or pager usage and charges shall be reviewed on a monthly basis by the DMIL and MEMA Telecommunications Coordinator for compliance with this policy memorandum and for compliance with General Guidelines.
- (2) Unauthorized wireless phones and/or pagers shall be turned into the IT Manager or MEMA Telecommunications Coordinator for their respective department/agency and service will be discontinued.
- (3) As part of the monthly review, DMIL and MEMA Telecommunications Coordinator shall be responsible for identifying personal calls and collecting amounts so identified from assigned wireless phone users in accordance with DBM policy.

9. STATE CALLING CARDS

a. Requests

- (1) The Program Manager must request issuance of calling cards to their employees on a case-by-case basis. Calling cards allow State employees to make business calls from non-State locations. This can improve employee efficiency and productivity. The use of Calling Cards also reduces paperwork since credit vouchers do not have to be processed to reimburse the employee.
  - (2) Only State Calling Cards will be authorized for use by State employees for State business. Users will be financially responsible for charges resulting from the use of any other Calling Cards. It is the responsibility of the employee to reimburse the State for any personal calls charged to his/her State Calling Card.
  - (3) Calling Cards shall be issued only to State Officials and employees who have a frequent need to make long distance calls while traveling on State business.
  - (4) It is the responsibility of the DMIL and MEMA Telecommunications Coordinator to maintain accurate records of all Calling Cards issued to State employees of this department.
  - (5) Only the employee to whom a Calling Card is issued shall have access to the PIN (Personal Identification Number) associated with that calling card.
  - (6) Calling Card use and charges shall be reviewed monthly and approved by the supervisor of the card holder to assure compliance with State policy on telephone usage.
  - (7) If abuse is suspected, the DMIL or MEMA Telecommunications Coordinator will contact DBM Calling Card Administrator immediately to have the card cancelled.
  - (8) It is the responsibility of the State employee assigned as the user of a calling card to keep the card secure at all times. If a card is lost or stolen the employee will contact the DMIL or MEMA Telecommunications Coordinator who will notify the DBM Calling Card Administrator.
  - (9) Calling Cards are not to be used from mobile phones of any type. This includes car phones transportables and cordless phones.
  - (10) Only one Calling Card will be issued per person.  
Request for Calling Cards shall be submitted by the Program Manager utilizing the TR request form (see attachment #1) along with the following information to the DMIL Office of Information Technology (Telecommunications) Room 6, 5<sup>th</sup> Regiment Armory, Baltimore, MD 21201-2288, attn: TC, 410-462-8971 or MEMA Telecommunications Coordinator, Rm S-24, Maryland Emergency Management Agency, 5401 Rue Saint Lo Drive, Reisterstown, MD 21136.
- (a) Main billing number and appropriation code to which Calling Cards cost will be charged. (On AT & T State Calling Service Invoice this is the LDN i.e. Local Dial number.

- (b) Office, Name, title, address and direct dial telephone number of the person to whom
  - (c) The Calling Card will be issued.
  - (d) A monthly dollar charge limit for each card.
  - (e) The signature of the Program Manager on his/her designee
- (11) Department of Budget and Management will forward the card(s) to the DMIL or MEMA Telecommunications Coordinator for distribution to the employee(s). The DMIL or MEMA Telecommunications Coordinator will have the employee sign a Calling Card Receipt and Acknowledgement Form certifying receipt of the card and understands the card must be safeguarded and used for State business only.
  - (12) The signed Calling Card Receipt and Acknowledgement Form are to be returned to DBM Calling Card Administrator
  - (13) Calling Cards will not be reassigned. The Calling Card must be cancelled and a new card issued. This will be accomplished via the process described for cellular phones in item #7.
  - (15) When a State employee leaves State Service or transfers to another agency or department, the DMIL or MEMA Telecommunications Coordinator or MEMA Telecommunications Coordinator will retrieve and return the card to the DBM Calling Card Administrator.

## 10. TELEPHONE REPAIRS

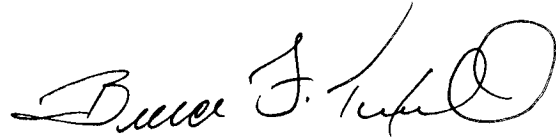
### a. Procedures

- (1) All Armory and Facility Managers requiring telephone repairs will continue requesting such through the Director of Information Management Office IAW Mil Dept Reg 5-14, para 12 a. thru 12 i., with the exception being any and all repairs to the telephone system located in the 5<sup>th</sup> Regiment Armory with an exchange of 462, those repairs and services will be requested by the Information Technology Section. The DOIM will forward a TSR to the DMIL TC for any and all repairs. Any and all repair requests for the telephone system located in the State Emergency Operations Center, Camp Fretterd Military Reservation shall be forwarded to the MEMA Telecommunications Coordinator, 410-517-5142.
- (2) Certification of completion of service will be the responsibility of the facility or Armory Manager. In the case of the State Emergency Operations Center, the responsibility is with the MEMA Telecommunications Coordinator who will process orders according to MEMA internal procedures. A copy of the completed work order will be signed and dated by the facility or Armory Manager and faxed to the DMIL Office of Information Technology attn: TC immediately upon completion (Fax-410-462-8977). Original copies will be forwarded within three (3) working days following certification.
- (3) In cases of emergency, the DOIM will call the DMIL Information Technology Manager, 410-462-8971 indicating the emergency and the need for repairs. The DOIM will then forward by fax 410-462-8977 attn: DMIL IT Manager a completed TSR form (attachment #1). In cases of emergency for MEMA or the State Emergency Operations contact the MEMA Telecommunications Coordinator, 410-517-5142.
- (4) Please contact, the DMIL Information Technology Manager (410-462-8971) on any questions regarding telecommunication matters.

NOTE: See attachment 2, Flow Chart, for proper procedures when ordering Telephonic Commodities or services. See attachment 1, for Telecommunications Service Request (TSR). Attachments are not applicable to MEMA.

The proponent agency of this regulation is the Office of The Adjutant General. Users are invited to send comments to The Adjutant General, State of Maryland, ATTN: MDNG-AG-IT, Fifth regiment Armory, Baltimore, Maryland 21201-2288

FOR THE GOVERNOR:

A handwritten signature in black ink, appearing to read "Bruce F. Tuxill". The signature is fluid and cursive, with a large, stylized initial "B" and a circular flourish at the end.

BRUCE F. TUXILL  
Major General, MDARNG  
The Adjutant General

Attachments: 2  
DISTRIBUTION:  
A

# Military Department State of Maryland

## TELECOMMUNICATIONS SERVICE REQUEST

*This form **must** be used for all requests involving telephonic equipment or services (see Type of Service)*

TSR Request No.	Type of Service:    Voice <input type="checkbox"/> Network <input type="checkbox"/> Wireless Cingular <input type="checkbox"/> Wireless Nextel <input type="checkbox"/>				
Ship To:	Pager <input type="checkbox"/>	Radio <input type="checkbox"/>	Video <input type="checkbox"/>	Calling Card <input type="checkbox"/>	Repair <input type="checkbox"/>
	Directory <input type="checkbox"/>	Billing <input type="checkbox"/>	Consulting <input type="checkbox"/>	Data <input type="checkbox"/>	Other <input type="checkbox"/>
NOTE: Cellular and land phone equipment requests are subject to the Communication Board's approval (see bottom of page)					
1. Facility Name & Location of Requestor	2. Financial Data: Show Percentages PCA _____ Object _____ Fund: 01%age _____ 03%age _____ 05%age _____ 09%age _____ Fund Split? Yes _____ No _____		3. Authorized Agency Representative: (Certifies that funds are available from the account specified and authorizes the expenditure of such funds for the purpose described below.)  Signature _____ Date _____ <b>John A. Heimberger, IT Manager</b>		
4. Requester/ Contact Name	5. Req/Con Phone No.	6. Assignee Name		7. Assignee Office Phone No.	
8. Date Service Requested	9. Date Requested Completion	10. Billing Telephone (repairs)			
11. Location of Requester		12. Location of Service Including Building No.		13. Location of Contact Include Building No.	
13. Justification for Request <b>(Important Notes: TSRs will not be processed without justification and Program Manager's signature, All appropriate boxes must be completed before order can be accepted.)</b>					
_____ Program Manager's Signature			_____ Date		
14. Details of Service Requested: (Print or type information, be specific and legible giving all facts concerning request. If ordering wireless phones state approximate minutes per month usage, local where phone is to be used, for what purpose and any additional phone functions required.)					
Attach additional or supporting information on separate plain sheets of paper					

**Communication Board's Findings:**

In accordance with existing policies the **Communication Board** met on \_\_\_\_\_ with the following findings:

Request approved \_\_\_\_\_  
Signature of Board Chairperson

Request not approved \_\_\_\_\_  
Signature of Board Chairperson

Reason for disapproval:

Attachment #1

# Ordering Telephonic Commodities or Services

