

TELEPHONE HANDSET PROCUREMENT AND DEPLOYMENT POLICY

Background and Summary

The Replacement Telephony Project is now underway to replace the current telephony system with a new system that uses the data network for telephone connections instead of traditional telephone lines. Handsets used on this new system will have a display for showing the caller's number and hold telephone line information (e.g. the extension number) on the handset itself, rather than it being configured on the central equipment that the line is connected to.

Following recommendations from both ITCS Network Services and the Purchasing Office, the Replacement Telephony Project Board has agreed that a telephone handset procurement and deployment policy should be introduced in order to provide clear guidelines on handset procurement, maintain service reliability, minimise support overheads and allow UEA to get the maximum benefit from bulk purchase discounts. The resulting policy will mean that departments will no longer purchase handsets other than through ITCS, but will procure these through the IT and Computing Service (ITCS)

Proposed Policy

Telephone handsets for all offices must be procured centrally through ITCS and connected to the new UEA telephone system.

It will be possible to use a standard or an advanced handset, depending on the features required. A standard handset will be issued by default. An enhanced handset will be at an additional cost. Details of each type of handset will be published on the intranet.

Should there be a requirement for a new specialist system to support a business need of a department (existing examples are the disabled toilet alarm system, estates helpdesk, nursery, health and community centre) then the requirements should be discussed with the Head of Network Services, who will consider possible adaptations of the new system to meet those requirements.

Further Policy Development

There may be a need for further policy development as the Replacement Telephony Project progresses.