

<p>Commonwealth of Pennsylvania</p>  <p>Pennsylvania Board of Probation and Parole</p>	<p>Volume III Chapter 2</p> <p>Procedure 2.01.09</p>	<p>Date Revised: 04/15/2014</p>
<p>Chapter Title ADMINISTRATIVE SERVICES</p>		<p>Date of Issue 8/07/15</p>
<p>Subject REQUESTS FOR TELECOMMUNICATIONS SERVICE</p>		<p>Effective Date 9/01/15 PUBLIC</p>

I. AUTHORITY

The chairman of the board is granted the authority to “[d]irect the operations, management and administration of the board” and to “[p]erform all the duties and functions of chairperson, including organizing, staffing, controlling, directing and administering the work of the staff.” 61 Pa.C.S. § 6112 (a)(1) & (a)(4).

II. PURPOSE

The purpose of this procedure is to set forth a method for requesting telecommunication services from common carriers. Services include:

1. Telephone installation, relocation, removal or troubleshooting;
2. Data circuits installation, relocation or troubleshooting;
3. Wireless communications

III. APPLICABILITY

This procedure is applicable to all board personnel.

IV. DEFINITIONS

None applicable.

V. POLICY

None applicable.

VI. PROCEDURE

Bureau directors/division directors will submit requests for telecommunication services via e-mail, using the Telecommunications Service Request (PBPP 364) through their designee to the PBPP telecommunications officer. District directors/deputy district directors will submit requests for telecommunication services via e-mail, using the PBPP 364, through their regional administrative assistant to the PBPP telecommunications officer.

When completing the form to troubleshoot a problem, please list the telephone number affected.

The e-mail address is: PM-TelecommunicationsDivision@pa.gov or using the global address list in Microsoft Outlook, PM-Telecommunications Division. Upon chain of command approval, the telecommunications officer will submit the appropriate order type to the appropriate vendor. During emergency situations, the telecommunications officer or designated staff can be reached by calling central office, (717) 787-5699, Ext 1316.

VII. SUSPENSION DURING AN EMERGENCY

This procedure may be suspended during an emergency at the sole discretion of the chairman.

VIII. RIGHTS UNDER THIS PROCEDURE

This procedure creates no rights under law.

IX. RELEASE OF INFORMATION AND DISTRIBUTION OF PROCEDURE

A. This procedure does not contain information that impacts the security of board staff or parolees and may therefore be released to the public.

B. This procedure is to be distributed to all board staff.

X. CROSS REFERENCES

Enterprise Service Management System (ESMS) web based