

ENGINEERING DIRECTIVES AND STANDARDS

Volume : 1 Effective Date :
Chapter : 2 Revision Date : 05/20/1996
Section : 1 Subject : **TELECOMMUNICATIONS EQUIPMENT AND SERVICE PROCEDURES**
Directive : 2

1. **PURPOSE:** This directive is to establish a procedure for obtaining telecommunications equipment and services, making changes in telecommunications services, and reporting problems involving telecommunications services at Department facilities.
2. **SCOPE:** This directive affects telecommunications services of all Department facilities, whether they are state owned or leased.
3. **PROCEDURE:** Department personnel will make requests for routine equipment, services, or changes in existing telephone communications services through their District/Section Telecommunications technician using a Communications Equipment/Service Request Form, which must be approved by the District Administrator, Director, Division or Section Head. The request form will then be submitted to the Telecommunications Director for implementation. When the services or equipment of a commercial telephone company is involved, the request will be forwarded to the Division of Administration, Office of Telecommunications Management (OTM) with the approval of the DOTD Telecommunications Director. If the requested service or equipment requires OTM approval, the request must be submitted at least two (2) weeks prior to the date service is required.

Requests for major installations and upgrades in equipment or services will also be submitted through the Telecommunications Director to the Chief of the Maintenance Division for approval. Requests of this type should be submitted well in advance of the needed service using the Communications Equipment/Service Request Form, along with a sketch (when applicable) showing other services in the building or adjoining areas.

For assistance with telecommunications problems, the following procedure shall be followed:

- a. Contact the District/Section telecommunications technician. The technician will determine if the problem can be corrected immediately, or if a service order will be needed to replace equipment or schedule a more extensive service repair.
 - b. If a service order is required, the problem should be reported to the headquarters telecommunications clerk at (504) 379-2000 or LINC 425-2000.
 - c. If a District/Section technician is unavailable, contact the headquarters telecommunications clerk during normal office hours.
4. **OTHER ISSUANCES AFFECTED:** All directives, memoranda or instructions previously issued that conflict with this directive are hereby rescinded.
 5. **EFFECTIVE DATE:** This policy will become effective upon receipt.

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