Systems Access and Changes Including Electronic Mail and Voicemail

Reviewed Date		Number	TQ0102
Revised Date		Approved Date	July 17, 2000

Introduction

Purpose

Legislative Authority

N/A

Policy Definitions and Interpretation

Policy

Network Access

Staff will receive training in the SCDHU network and software applications prior to receiving access rights for a program.

All staff will receive rights to access and be trained in the use of email and the agency Intranet.

Managers will determine any additional software staff require to fulfill the expectations of the position.

Staff are responsible for the security of their own access or user identification

Email

All staff will have access to email as a means of communicating with colleagues within the agency and external to the agency.

Staff will be trained in the use of the email system prior to receiving an email box and access code.

All employees will check their email regularly and respond promptly.

Voicemail

Staff will be trained in the use of the voicemail system prior to receiving a voicemail box and access code.

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During business hours, all calls will be answered within 3 rings or redirected automatically to voicemail.

Voicemail greetings will be updated regularly and as a minimum reflect absences from the office or inability to respond to calls within a three-hour period.

All employees will check their voicemail boxes regularly and return calls promptly.

Procedures

System adds and changes

A. **New Employee**

1. Coordinating secretary, with input from the service director/ manager, determines:
   - start date
   - where the employee is based,
   - computer requirements
   - software requirements
   - directory rights

2. The coordinating secretary uses this information to complete the *Ads, Moves, Changes, Telecommunications* email template. This email is automatically directed to the technology team.

3. Within 48 hours of receiving the *Ads Moves Changes Telecommunication* email, or 48 hours prior to the identified start date, the Information Systems Technician will:
   - assign and activate a telephone extension
   - assign and activate a voicemail box
   - update the main spreadsheet for extensions and voicemail boxes
   - check the assigned workstation for appropriate cabling etc.
   - install a telephone if one is required
   - notify the human resource coordinator, webmaster and switchboard of the assigned extension and voicemail using the TVM Confirmation email template
   - notify application administrator of the new user (CAPS, IRIS, CINOT)

4. Synchronized with the start date of the new employee:
   - the Human Resource Coordinator updates the HR database with the telephone extension and voicemail box
   - the webmaster updates the Intranet directory with new employee information
   - the switchboard operator updates the hard copy listing for voicemail and telephone extensions.

5. Within 48 hours of receiving the *Ads Moves Changes Telecommunication* email, or 48 hours prior to the identified start date, the Information Systems Coordinator will:

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- o Assign and activate a network ID
- o Assign and activate an email account
- o Assign rights to the directories and programs requested
- o Updates the spreadsheet tracking user directory rights and program rights
- o Send user ID and password to the Technology Support Specialist and the coordinating secretary for the service area.

6. Within 24 hours of receiving notification of user ID and password, or 24 hours prior the identified start date, Technology Support Specialist will:
   - o Update Pegasus mail distribution lists
   - o Set up file locations to service area directories
   - o Contact Coordinating Secretary to confirm completion of set up, provide staff member's network ID and password, determine training required and review training schedule

7. The coordinating secretary or designate orients the employee to the telephone, voicemail, email and computer systems and schedules additional training if required.

B. Employee moving within the agency

1. Coordinating secretary, with input from the service director/ manager, determines:
   - o date for the change
   - o where the employee will be based,
   - o computer requirements
   - o software requirements
   - o directory rights

2. The coordinating secretary uses this information to complete the *Ads, Moves, Changes, Telecommunications* email template. This email is automatically directed to the technology team.

3. Within 48 hours of receiving the *Ads Moves Changes Telecommunication* email, or 24 hours prior to the identified start date, the Information Systems Technician will:
   - o make necessary changes to telephone extension and voicemail box as required for staff relocating to another office
   - o update the main spreadsheet for extensions and voicemail boxes
   - o check the assigned workstation for appropriate cabling etc.
   - o install a telephone if one is required
   - o notify the human resource coordinator, webmaster and switchboard of any changes in extension and voicemail using the TVM Confirmation email template
   - o notify application administrator of the new user (CAPS, IRIS, CINOT)

4. Synchronized with the employee's move date:

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- o the Human Resource Coordinator updates the HR database with the telephone extension and voicemail box.
- o the webmaster updates the Intranet directory
- o the switchboard operator updates the hard copy listing for voicemail and telephone extensions.

5. Within 48 hours of receiving the *Ads Moves Changes Telecommunication* email, the Information Systems Coordinator will:
   - o assign rights to the directories and programs requested
   - o update the spreadsheet tracking user directory rights and program rights.

6. Within 48 hours of receiving the *Ads Moves Changes Telecommunication* email, or 24 hours prior to the identified start date, the Technology Support Specialist will:
   - o Update Pegasus mail distribution lists
   - o Set up file locations to service area directories
   - o Contact Coordinating Secretary to confirm completion of set up, confirm change in telephone or voicemail numbers, determine training required and review training schedule

7. The coordinating secretary or designate orients the employee to the telephone, voicemail, email and computer systems and schedules additional training if required.

C. Deleting a person from the system

1. Coordinating secretary initiates the Ads/Moves/Changes Telecommunications email template and forwards to HR Coordinator and Technology Services.

2. The coordinating secretary or designate meets with the employee on his/her last day of work to ensure that voicemail and email messages are cleared and that a message indicating that the employee has left the agency is recorded on the system.

3. Within 48 hours of being notified that an employee has left the agency, or synchronized with the identified date of departure, the Information Systems Technician will:
   - o disconnect the voicemail box
   - o update the main spreadsheet for extensions and voicemail boxes

4. Within 48 hours of being notified that an employee has left the agency, or synchronized with the identified date of departure:
   - o the Human Resource Coordinator updates the HR database
   - o the webmaster updates the Intranet directory
   - o the switchboard operator updates the hard copy listing for voicemail and telephone extensions

5. Within 48 hours of being notified that an employee has left the agency, or synchronized with the identified date of departure, the Information Systems Coordinator will:
   - o revoke all computer rights for the individual

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- o update the spreadsheet tracking user directory rights and program rights.

6. Within 48 hours of being notified that an employee has left the agency, or synchronized with the identified date of departure, the Technology Support Specialist will:

- o Update Pegasus mail distribution lists.

Related Policies

Related Forms

Final Approval Signature: _____

Review/Revision History:

September 2010 Policy re-numbered, previous number C4.060

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