
UCLA Policy 350: Telecommunication Systems Services

Issuing Officer: Administrative Vice Chancellor

Responsible Dept: Information Technology Services

Effective Date: August 18, 2014

Supersedes: UCLA Policy 350, dated 12/16/2005

I. BACKGROUND AND PURPOSE

II. POLICY STATEMENT

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I. BACKGROUND AND PURPOSE

UCLA Information Technology Services (IT Services) has management responsibility and authority for provision of the equipment and auxiliary services for the campus that are used to communicate information at a distance, including telephones and related voice services, data transmission systems, radio and radio paging equipment, video transmission systems and associated switching systems and attachments. Additionally, IT Services is authorized to coordinate transmission services when a common carrier is utilized.

This Policy describes the primary responsibilities of IT Services and UCLA departments and units for the appropriate installation and business use of campus telecommunication systems, principal products and services, and ordering and billing mechanisms.

II. STATEMENT

Licensing, installation and the use of certain UCLA telecommunication systems are regulated by the Public Utilities Commission and/or the Federal Communications Commission, as well as by conformance to related University policies including, but not limited, to UC Business & Finance Bulletin IS-5 and the UC Electronic Communications Policy.

In addition, certain state laws require the University to follow specified procedures for the design, bidding, and construction of particular projects. The California Public Contract Code (PCC) sets forth the processes whereby the University of California may let contracts for projects. The UC Facilities Manual dictates the process for the solicitation, bidding and awarding of contracts. Construction projects for the installation of structured cable components for voice, data, video, and fiber must comply with the PCC and the UC Facilities Manual.

A. IT Services Authority and Responsibilities

IT Services has the authority and is responsible for installing, maintaining, and managing systems and platforms required to provide voice, data, and video communications and all associated wiring components for the UCLA campus and to designated off-campus locations. This includes the authority to facilitate contracts for installing structured cable and components.

IT Services has project management responsibility for the installation of new and modifications to existing telecommunication systems under its purview. While it has authority to execute and administer contracts for such projects, IT Services must coordinate with Capital Programs in the solicitation, bidding and awarding of contracts. Capital Programs has overall responsibility for ensuring compliance of all UCLA construction contracts with the PCC and UC Facilities Manual.

IT Services is responsible for approving, providing services, and establishing recharges to UCLA departments for voice, data, and video communication systems. Rates are structured to fully recover costs for all related services and initiatives provided to the campus. The Policy

Committee on Sales and Service Activities and Service Enterprises (POSSSE) reviews rates for all IT Services' products and services annually.

B. UCLA Department/Unit Responsibilities

University voice, data, and video telecommunication systems are for the conduct of University business. Departments/units are responsible for managing their own telecommunications use and for controlling abuse, based upon existing University policies and guidelines. Such use requires that individuals act responsibly, respecting the rights and privacy of other users, and maintain the integrity of the systems and related physical resources.

Personal use of University telecommunication systems that violates the provisions set forth in the UC Electronic Communications Policy (Section III. Allowable Use) and the IT Services Acceptable Use Policy regarding incidental personal use, may result in corrective action (including disciplinary action, termination of services, etc.) and/or require reimbursement related to misuse of University resources. Department/unit management has the responsibility to take corrective action as necessary in the event of inappropriate, non-business use in accordance with University policies or as applicable collective bargaining agreements. IT Services can provide analytical assistance to departmental/unit administrators in managing telecommunication systems and in detecting patterns of abuse.

Departments/units must consult with IT Services for any changes to existing or installation of new telecommunications wiring components. This process needs to be carefully managed in order to avoid violations of PCC regulations that could result in civil or criminal penalties.

Departments/units may utilize in-house staff to perform maintenance work within their own area of responsibility provided such work does not involve penetrating walls, ceilings, floors or other permanently affixed building, furnishings, equipment, or structures.

C. IT Services Products and Services

IT Services provides a variety of voice, data, and video products and services including:

- **Voice** - telephone instruments and accessories, cellular phone service, calling features such as voice mail/unified messaging, and a selection of line access (trunking) and service options (calling cards), plus consulting, project management, and repair services;
- **Data** - on- and off-campus connectivity, high-speed data lines, Internet access and related products including Bruin OnLine (BOL), which offers dial-up and LAN access to email, campus network services, and Internet resources; and
- **Video** - the cable television network available on- and off-campus to UCLA-managed properties.

For a complete listing of products and services, see the IT Services Web site at <http://www.it.ucla.edu>.

The following administrative procedures provide detailed service, product, and proper usage information:

- Procedure 350.1 – Telephone and Voice Related Services
- Procedure 350.2 – Campus Directories
- Procedure 350.4 – Two-way Radio Services
- Procedure 350.6 – Campus Backbone Network (CBN)
- Procedure 350.7 – Community Antenna Television System (CATV)

D. Ordering IT Services Products and Services

Ordering authorization is granted to individuals within UCLA departments/units who are responsible for ordering and changing voice, data, and video service. Orders may be placed using the Web Center (webcenter.it.ucla.edu) online application. An OASIS account and UCLA Logon is required in order to submit a Service Request.

Orders for service are prioritized in the following sequence: medical emergency, police/fire emergency, administrative priority, facilities emergency, and standard service request.

E. Recharges and Reconciliation

IT Services services are recharged directly to departmental/unit accounts and appear on monthly communication charges statements. Departments/units are responsible for reconciling their statements each month as any adjustments for billing errors will only be posted within the current fiscal year. These charges also appear on the campus General Ledger.

Departments/units are responsible for contacting IT Services Campus Billing for billing inquiries or disputed charges. A copy of the statement with the disputed charges highlighted must be sent or faxed to IT Services Campus Billing. If needed, IT Services Client Support can assist customers with ways to identify and prevent telephone call abuse in the workplace.

Other types of billing and recharges include:

- Sundry debtors (typically entities with separate financial ledgers that operate on campus such as ASUCLA, Faculty Center, etc. and private businesses that operate on UCLA premises) are billed and receive invoice statements directly from the campus Billing and Accounts Receivable (BAR) System, and make payments directly to the Administrative Main Cashier Office Remittance Processing Center.
- Departments/units that utilize non-IT Services provided services (external vendor) have their invoices processed for payment by Accounts Payable after review by IT Services Campus Billing.

III. REFERENCES

1. California Public Contract Code, §§ 10500–10506 and 10520–10526;
2. UC Facilities Manual;
3. UC Business & Finance Bulletin IS-5 (regarding the Licensing and Operation of University Radio, Television, and Microwave Facilities), December 19, 2006;
4. UC Electronic Communications Policy (regarding Allowable Use), November 17, 2000 (Revised 8/18/2005);
5. UCLA IT Services Acceptable Use Policy;
6. Federal Communications Commission;
7. Public Utilities Commission.

Issuing Officer

Jack Powazek
Administrative Vice Chancellor

**Questions concerning this policy or procedure should be referred to
the Responsible Department listed at the top of this document.**
