

YOUTH SERVICES POLICY

Title: Office of Telecommunications Management (OTM) Land Lines Next Annual Review Date: 10/31/2017	Type: A. Administrative Sub Type: 3. Fiscal Number: A.3.13
Page 1 of 2	
References: Administrative Rules and Regulations of the Office of Telecommunications Management Title 4 Part IX Telecommunications	
STATUS: Approved	
Approved By: <i>Mary L. Livers, Deputy Secretary</i>	Date of Approval: 10/31/2014

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To provide procedures for YS employee requests for new land lines, changes to land lines, and problems with land lines.

III. APPLICABILITY:

All YS Central Office and Regional Office employees.

IV. DEFINITION:

YS OTM Coordinator - The YS Central Office Administrative Program Specialist assigned to handle land line requests.

V. POLICY:

It is the Deputy Secretary's policy that all employees having the responsibility of handling land line requests for YS Central Office and Regional Offices shall do so in accordance with the procedures established herein.

VI. PROCEDURES:

A. Central Office and Regional Offices shall:

1. Submit requests to obtain approval for installation of a new land line or change to an existing land line to the YS OTM Coordinator.

YS Policy A.3.13
Page 2

2. The YS OTM Coordinator shall submit approved requests to the Office of Telecommunications Management (OTM).
3. Problems with land lines shall be reported to the OTM service line at 225-342-7777. Problems include, but are not limited to: no dial tone, receiving no incoming or outgoing calls, etc.

B. Secure Care Facilities

Secure Care Facilities shall place their own land line service calls directly through Bell South for handling.

Previous Regulation/Policy Number: A.3.13

Previous Effective Date: 09/04/2013

Attachments/References: