

# YOUTH SERVICES POLICY

<b>Title:</b> Office of Technology Services (OTS) Land Lines	<b>Type:</b> A. Administrative <b>Sub Type:</b> 3. Fiscal <b>Number:</b> A.3.13
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<b>References:</b> Administrative Rules and Regulations of the Office of Technology Services Title 4 Part IX Telecommunications	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>James Bueche, Ph.D., Deputy Secretary</i>	<b>Date of Approval:</b> 11/08/2017

**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 Office of Technology Services (OTS) 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:

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1. Submit requests to obtain approval for installation of a new land line or change to an existing land line to the YS OTS Coordinator.
2. The YS OTS Coordinator shall submit approved requests to the Office of Technology Services (OTS).
3. Problems with land lines shall be reported to the OTS 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:** 10/31/2014  
**Attachments/References:**