

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> Standard Operating Procedures		
<b>Functional Area:</b> Support Services Telecommunications	<b>Reference Number:</b> IVF02-0002	<b>Revises Previous Effective Date:</b>  4/15/04
<b>Subject:</b> Relationship With GTA		
<b>Authority:</b> Donald/Bell	<b>Effective Date:</b> 11/01/04	Page 1 of  2

**I. POLICY:**

GDC Personnel will utilize the expertise, and request assistance, when necessary, from the GTA Regional Office serving their area in all telecommunications matters unless otherwise specified by the GDC Telecommunications Office. Utilization of equipment or services from another vendor which would normally be provided by GTA is prohibited unless approved by the Commissioner of the Department of Corrections.

**II. APPLICABILITY:**

All GDC facilities and offices.

**III. RELATED DIRECTIVES:**

**OPB Revised Policy on the Acquisition and Use of Telecommunications Services and Equipment dated July 23, 2004**

**IV. DEFINITIONS:**

None

**V. ATTACHMENTS:**

None

**VI. PROCEDURE:**

- A. All telephone line repair requests will be reported to the GTA Regional Office serving that area.
- B. When GTA technicians are on-site, every effort shall be made to accommodate their needs in a timely manner. GDC personnel will escort GTA maintenance technicians at all times while in secured areas.

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- C. GDC personnel will not arbitrarily add additional tasks to a GTA technician's work order while the technician is in the process of accomplishing the work order. Minor changes in existing work orders are acceptable, providing the technician agrees to minor changes. Additions or major changes not identified in the original work order will be coordinated with the GDC Telecommunications Office.
- D. In the event that GDC personnel are dissatisfied with the quality of service or lack of customer support provided by GTA Telecommunication's personnel, the GDC Telecommunications Office will be notified.
- E. GDC Telecommunications will secure a cost proposal for voice and data wiring for all new facilities or additional units. The GDC Telecommunications Office will evaluate each cost proposal, secure all budgetary approvals required, prepare all work orders, and track the project through completion.
- F. GTA will be given notification of unique requirements for each project. If special services or equipment are required in order to integrate with future needs, this will be identified in writing to GTA at the first notification of new project.