



Province of
British Columbia
Ministry of
Forests

Prince George REGION

Standard Operating Procedure

Number: 3.2

SUBJECT:

VOICE SERVICES

CHAPTER

3

Tech. &
Admin.
Services

SECTION

PURPOSE:

The Ministry's voice services Co-ordinator position is now under the Information Management Group. The Electronics Section in the region co-ordinates the district and regional office requests for telephone service. This procedure provides a standard system for requesting telephone service.

PROCEDURES:

1. Telephone and faxcom installations, changes and removals.
 - 1.1 Requests are to be submitted to superintendent of Electronics via e-mail outlining the service required, the due date (allow 4-6 weeks), and the justification for the service. The email is to be originated by one of the district management team.
 - 1.2 The Superintendent of Electronics will initiate the telecommunications service request and forward to IMG for approval.
2. Reporting trouble calls.
 - 2.1 All offices are to report telephone troubles to a designated operator, preferably the switchboard operator or answering point operator.
 - 2.2 Trouble calls are to be placed by the designated operator to 8-1-250-952-6000.

DATE
January 23, 2001

ORIGINATOR (TITLE)
Technical Support Officer

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