

FDA STAFF MANUAL GUIDES, VOLUME III - GENERAL ADMINISTRATION

INFORMATION RESOURCES MANAGEMENT

TELECOMMUNICATIONS MANAGEMENT

DESKTOP TELEPHONE SERVICES POLICY

Effective Date: 06/29/2017

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1. PURPOSE.

This Staff Manual Guide prescribes the policy governing the utilization and acquisition of telephone services and facilities by the Food and Drug Administration (FDA).

2. BACKGROUND.

The FDA owns and operates a Voice Over Internet Protocol (VOIP) telephone service for all employees and authorized contractors. This service is delivered using the FDA's converged network and is subject to the same restrictions and policies governing overall network use as laid out in the Rules of Behavior for Use of Health and Human Services (HHS) Information Resources.

While VOIP is the selected standard for telephony services for the agency, there are a small number of field sites that remain on legacy POTS (Plain Old Telephone Service) systems, and will remain on these legacy systems until approved and funded for a migration to VOIP. These legacy installations will remain on current support and maintenance contracts until migrated to the FDA's standard VOIP telephony service.

3. POLICY.

It is the policy of the FDA to provide telephone telecommunications services and facilities for Agency activities at the minimum total cost to the Government, consistent with requirements for capacity, efficiency of operation, reliability of services, security, and program objectives.

A. Telephone Services.

Plans, service requests, and orders for telephone service should be submitted as far as possible in advance of the date the service is desired to allow lead time for the planning and scheduling of workloads.

1. **DC Metro Area.** Requests for telephone service at headquarters must be submitted to the Employee Resource & Information Center (ERIC) service desk.
2. **Field Locations.** Field requests for telephone service must be forwarded to the respective Administrative Officer for processing. A collective decision between the Office of Regulatory Affairs (ORA) and the Office of Information Management & Technology (OIMT) will be made, based on cost versus benefit for the site, on whether to install a legacy POTS solution or a standard VOIP solution.
3. **Non-FDA Remote Locations.** Once an FDA VOIP phone number is assigned to an FDA employee or contractor, the phone line may be accessed using a standard desktop VOIP phone or virtually using a softphone application installed on the user's laptop computer. The computer must be equipped with a speaker and microphone to receive or place telephone calls. Currently, the FDA is supporting Cisco's IP (Internet Protocol) Communicator and Cisco's Jabber client which is replacing IP Communicator.

When working remotely through the FDA Virtual Private Network (VPN) and using the FDA's current VOIP softphone (IP Communicator or Jabber), there are factors that can affect the performance of the softphone that are outside the control of the FDA Information Technology (IT) and Telecommunications staff. These factors may include home WIFI (trademark name for wireless local area networking) speed and stability, or a hotel's WIFI speed and stability. In these instances, the user's desktop phone presence (softphone) may not be usable in the remote location. With Center or department required approvals, a user will have the option to obtain either an FDA calling card or an FDA issued Mobile device to conduct business telephone calls from a remote location.

The following options are currently offered to remote users as a backup to the FDA softphone:

Option 1 – FDA Calling Card: An FDA calling card may be used from a personal phone or from a hotel phone, but all incoming calls to the users VOIP phone will be missed or go into voice mail if a message is left. The user may alter his/her greeting to indicate a phone number where they may be reached for that day, or review received messages from their Outlook emails automatically sent from the FDA's voice message service (Cisco Unity) and return calls as necessary.

Option 2 – FDA Mobile device and Call Forwarding: Using an FDA Mobile device, outgoing cellular calls may be made directly from the Mobile device, and all incoming calls to the users VOIP phone may be "call forwarded" to the Mobile device. The user can control the "call forward" feature for their VOIP phone as often as needed either through the standard VOIP phone configuration menu, or through the "Unified Communications Self Care Portal" accessible through inside/FDA. All other menu items found at this location require a password and are not accessible for standard FDA end users.

Option 3 – FDA Mobile device and Remote Destination: This is a permanent feature and requires an FDA issued Mobile device. The user may choose to have their Mobile device simultaneously ring with their desktop VOIP phone for any incoming calls. Depending on the cellular signal strength at the remote location, there may be a slight delay receiving the call on the Mobile device. If configured for this feature, a user may still receive and place phone calls while in the office using their standard desktop VOIP phone. NOTE: This is a permanent configuration change that can only be made in the administrative configuration interface by a certified FDA VOIP technician. The configuration interface is not user accessible. An ERIC request must be submitted to have this feature configured and must include the user name, the VOIP phone number, and the Mobile device phone number.

4. **International Locations.** VOIP technology has not been approved for international use (outside the United States and its' territories) due to local restrictions in some countries. Users on international travel should make calls using FDA Mobile devices (if approved), or FDA issued calling cards using a local phone.

B. Control of Telephone Station Equipment.

The Division of Infrastructure Operations (DIO) will review all planned telephone services and will conduct periodic surveys of the use of

telephone equipment to assure that only the equipment necessary to carry out assigned missions is provided.

C. Standards for Determining Telephone Station Requirements.

1. Telephone Instruments.

- a. Telephones will be provided for employees whose duties require official calls.
- b. One instrument in an office occupied by only one employee (one per person) will be the standard practice unless special operation needs justify an additional instrument.
- c. The type of station to be installed will be selected by determining which equipment will satisfy the requirement at the least cost.

2. VOIP Phones

Six button VOIP phones are standard for a single user, and will be provided where traffic volume and work methods require an instrument to have access to more than one line, and at secretarial locations to permit answering calls for several persons on more than one line. For common areas, two button VOIP phones will be installed for courtesy calls.

3. POTS Phones

Six button POTS phones are standard for a single user, and will be provided where traffic volume and work methods require an instrument to have access to more than one line, and at secretarial locations to permit answering calls for several persons on more than one line.

Ten and twenty button key sets are designed primarily for secretarial use and may be provided only when the number of lines required exceeds the capacity of the standard six-button key set.

4. Side Cars.

VOIP Side Cars are designed primarily for secretarial use and may be provided only when the number of lines required exceeds the capacity of the standard six-button key set.

5. Speaker Phones.

Speaker phones or conference phones may be provided only where there is frequent need for group participation in telephone conversations such as conference or meeting room environments.

6. Primary and Secondary Lines.

One primary line is adequate for approximately 30 calls, averaging 5 minutes each, made or received each day by an office. A secondary line may be requested if call volumes routinely exceed these averages.

7. Special Service and Equipment.

- a. Specialized equipment (e.g., auto call devices), may be provided only for use in connection with emergency activities and in unusual operating situations.
- b. Installation of listening-in circuits, transmitter cutoff switches, and other devices for listening to telephone conversations is prohibited.
- c. Ring transfer devices will be installed only where there is a valid operational requirement. Ring transfer to more than one location will not be permitted.

8. Waivers.

Exceptions or deviations from these standards must be requested in writing through administrative channels to the Division of Infrastructure Operations (DIO). Appropriate justification must accompany the request.

D. Voicemail.

In an ongoing effort to better serve the Food and Drug Administration's internal and external customers, it is imperative that customers are served in a timely, professional manner. To this extent, voicemail technology is provided not as a means to replace personal human contact, but to supplement and enhance the service provided to FDA's customers.

Voicemail passwords must adhere to the following requirements:

1. Passwords must be changed every 90 days.
2. Passwords must not be created with sequential or repeating numbers (e.g., 1-2-3-4 or 1-1-1-1).

3. Passwords must not be created using simple personal information (e.g., birthdays, zip codes, addresses, or any other information easily guessed).

E. Local Service

All local PSTN service charges are the responsibility of the facility occupants (center or office). When a space is occupied by a combination of centers/offices, the bill will be divided by the number of employees working at that facility for each center/office.

F. Long Distance Service.

OIMT will be responsible for all standard long distance and local long distance (PIC and LPIC) telephone charges for all FDA sites. These services are covered under the current General Services Administration (GSA) contract in support of official calls made worldwide.

Unofficial calls may not be placed over any Government phone, outside of the limited use provisions outlined below.

1. Brief personal calls may be placed over the commercial long distance network if the calls are not charged to the Government. The call must either be:
 - a. Charged to the employee's home phone number.
 - b. Charged to the called party (collect call).
 - c. Made to an 800 toll free number.
 - d. Charged to a personal telephone credit card.

These calls may be placed under the following circumstances:

- a. Calls to notify family, doctor, etc., when an employee is injured on the job.
- b. An employee traveling on Government business is delayed due to official business or transportation delay, and calls to notify family of a schedule change.
- c. An employee traveling for more than one night on Government business in the U.S. makes a brief call to his or her residence (but not more than an average of one call per day).
- d. An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the

change in schedule, or to make alternate transportation or child care arrangements.

- e. An employee makes a brief daily call to locations within the local commuting area to speak to spouse or minor children (or those responsible for them, e.g., school or day-care center).
- f. An employee makes brief calls to locations within the local commuting area that can be reached only during working hours, such as a local government agency or physician.
- g. An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile. Such calls should be made during lunch, break, or other off- duty periods if possible.

G. Telephone Credit Cards.

- 1. Telephone credit cards may be issued to officials of the Agency who have a need to place official long-distance calls from non-Government telephones.
- 2. In no case will government issued credit cards be used for making personal calls even if it is the intention to pay the charges when the call is billed.
- 3. The DIO's Enterprise Communications Operations Branch (ECOB) will control and issue telephone credit cards based upon program requirements.

H. Conference Calls.

- 1. Conference calls should be placed by using the FDA provided conference/audio bridge services within the continental United States.
- 2. All other conference calls can be placed through the current FDA provided commercial conference services provider. All requests for these services must be placed with the FDA Telecommunication Specialists within the Enterprise Communications Operations Branch.

4. RESPONSIBILITIES.

A. FDA Chief Information Officer (CIO).

The FDA CIO provides leadership and direction regarding all aspects of the Agency's IT programs and initiatives including operations, records

management, systems management, information security, strategic portfolio, and executive coordination and communication activities.

B. Deputy CIO, Office of Technology and Delivery (OTD).

The Deputy CIO, OTD is responsible for the execution and implementation of telephone services policy and procedures throughout the FDA enterprise.

C. Division of Infrastructure Operations (DIO) - OIMT

DIO has the overall responsibility for the management and coordination of telecommunications management including:

1. Development and implementation of a telecommunications operating plan and budget.
2. Development of consistent and applicable telephone standards across Center and program lines.
3. Evaluation, design, acquisition, installation and operational support of all Agency telecommunications systems.
4. Review and approval of all Agency procurement requests, contract proposals, Interagency Agreements, and other related requisitions involving telecommunications (both legacy and VOIP).
5. Consultation and technical assistance in the selection and use of telecommunications equipment and services.

5. PROCEDURES.

To request the issuance of a telephone number for extension mobility, large requests for a movement or installation of telephone sets for office spaces and / or video conference equipment, contact the ERIC help desk (301-827-3742 or eric@fda.hhs.gov) to submit a service request ticket.

6. REFERENCES.

Rules of Behavior for Use of HHS Information Resources - July 24, 2013

Unified Communications Self Care Portal – January 30, 2017 (inside.FDA / Information Technology / IT Services: Network and Communication Services / Unified Communications Services & Features)

Jabber 1Quick Reference Guide – January 30, 2010 (inside.FDA / Information Technology / IT Services: Network and Communication Services / Unified Communications Services & Features / Jabber Softphone Application with HD Video and Desktop Sharing)

Jabber User Guide – January 30, 2010 (inside.FDA / Information Technology / IT Services: Network and Communication Services / Unified Communications Services & Features / Jabber Softphone Application with HD Video and Desktop Sharing PDF – 4.7MB)

FDA WebEx User Guides – May 1, 2017 (inside.FDA / Information Technology / IT Services : WebEx Audio Conferencing, Web Conferencing & Collaboration / WebEx User Guides /

7. EFFECTIVE DATE.

The effective date of this policy guide is June 29, 2017.

8. Document History - SMG 3220.2, Desktop Telephone Services Policy

STATUS (I, R, C)	DATE APPROVED	LOCATION OF CHANGE HISTORY	CONTACT	APPROVING OFFICIAL
Initial	08/02/2016	N/a	Deputy CIO, Office of Technology and Delivery	FDA Chief Information Officer
Revision	06/14/2017	N/a	Deputy CIO, Office of Technology and Delivery	FDA Chief Information Officer

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