

HONOLULU POLICE DEPARTMENT
POLICY
ORGANIZATION, MANAGEMENT, AND ADMINISTRATION

March 24, 2016

Policy Number 2.48

TELEPHONE INSTALLATION, RELOCATION, REMOVAL, AND REPAIR

POLICY

The Support Services Bureau (SSB), primarily the Information Technology Division (ITD), shall be responsible for telephone installation, relocation, removal, and repair of departmental telephones.

PROCEDURE

I. INSTALLATION, RELOCATION, AND REMOVAL OF TELEPHONES

A. Routine Telephone Tasks

1. Requests for routine telephone service or repair shall be submitted using the Department of Information Technology (DIT) Request for Telephone Work e-form. The e-form request shall be sent to the ITD mailbox via the requestor's element commander.
2. A routine request for the relocation or removal of existing telephones and installations of new telephones where existing connectors are present can be performed by the ITD. More extensive installations shall require the approval of the SSB's assistant chief (see section I B below).

B. Major Telephone Projects


A request for the installation of new telephones or relocation of existing telephones shall be prepared by the element commander in a To/From report with appropriate justification. The report shall be submitted through channels to the SSB's assistant chief.

1. The bureau chief shall review and approve or disapprove the request.

2. When a request is approved, the SSB should consult the Department of Design and Construction (DDC) for feasibility and costs; it shall then send a purchase request e-form to the Finance Division for approval:
 - a. After approval of the request by the Finance Division, the SSB shall prepare a Request for Telephone Work e-form and submit it to the DDC for action; and
 - b. The SSB shall notify the requesting element of the date that the work will be performed and coordinate any further activities.
 3. When a request is disapproved, the SSB shall notify the requesting element.
- C. Changes from or additions to the work listed in the original request will not be performed; a new request is required.

II. REPAIR OF TELEPHONES

Requests for the repair of telephones shall be submitted to the ITD using the DIT Request for Telephone Work e-form. The e-form request shall be sent to the ITD mailbox via the requestor's element commander.


LOUIS M. KEALOHA
Chief of Police

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board for one week

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March 16, 1999