

**Wayne Township Public Schools
Wayne, New Jersey**

**Standard Operating Procedure
Phone Repairs, Programming Changes**

Subject: Phone Repairs, Programming Changes	Effective Date: July 1, 2013	Page 1 of 2
	Approved: Dr. Raymond Gonzalez	

- I. **Purpose:** To outline the procedures to follow when an individual phone or phone line is not working properly or if programming changes need to be made
- II. **Authority:** Director of Facilities
- III. **Terms and Conditions:** This process should be followed when an individual phone land line or physical device is not working properly or if programming changes are needed.
- IV. **Reporting Procedures:** Accounts Payable, Technology, Facilities Departments
- V. **Approval Process:** Principals, Business Administrator
- VI. **Consequences:** Failure to follow the SOP will jeopardize internal communication within the school facility and delay repairs or changes to the phone systems.
- VII. **Dissemination:** All Principals, Directors, Business Office, Assistant Superintendent and Superintendent

PROGRAMMING CHANGES

- 1. A District purchase order will be set up to the District's vendor to cover costs of services required for the school year.
- 2. For programming changes, the School or Department Secretary, after receiving approval from the Building Principal or other Administrator, will call the District approved vendor and request their services.
- 3. The School or Administrator Secretary will then enter a School Dude vendor work order/ticket.

4. The School or Administrator Secretary will also email the Accounts Payable Manager to provide notification that the service has been requested.
5. Upon completion of the service, the School or Administrator Secretary shall forward the completed work order (ticket) provided by the vendor to the Business Office immediately or next day mail to keep on file to verify against the invoice when received.

PHONE REPAIRS

1. A District purchase order will be set up to the District's vendor to cover costs of services required for the school year.
2. The Building or Department Secretary will notify the Principal or Administrator, who will request the Building Custodian to verify the phone in question. The custodian will check the power cord, handset, etc. to verify initially if a simple repair can be made such as replacing the handset or re-inserting cable plug into wall jack. If the Custodian cannot find a simple solution, he shall notify the Building Principal or Administrator.
3. The School or Administrator Secretary will then enter a School Dude vendor work order/ticket.
4. The School or Administrator Secretary shall call the vendor and request the repair services.
5. The School or Administrator Secretary also immediately email the Accounts Payable Manager to provide notification that the service has been requested.
6. Upon completion of the service, the School of Administrator Secretary shall forward the completed work order provided by the vendor to the Business Office to keep on file to verify against the invoice when received.
7. If a series of call backs or same repeated types of problems on service work orders/tickets are being noticed, the Technology or Facilities Department Supervisory level of management are to be notified.

If a power outage occurs at the school/building, re-booting of the UPS or phone system may need to take place by a Technology or Facilities Department Technician by reaching out to Central Office via two-way radio or cell phone.

If all phone lines are down at school/building a notification must be made through Blackboard Connect and District Website informing the Community to call in to the school using the provided cell number.