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- Title:** Computer Resource Usage **Policy:** 1.05
- Policy:** PCOM provides computing resources (hardware and/or software) for its administrative units, faculty and students. All computer resources and equipment are the property of PCOM and should not be abused. Using them is a privilege not a right. PCOM computing resources should be used for specific job functions and academic research.
- Purpose:** To set forth policy regarding the use of computer resources within PCOM.
- Scope:** All PCOM staff, Faculty and Students.
- Procedure:** Computing Resources for staff, faculty, and students are distributed at the end of the Fiscal year, June 30th. Additional computing resources can be obtained by submitting a request in writing to the MIS Department. If the additional computing resource is available, the employee or faculty member must sign the necessary release forms before receiving the computing resource.

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Title: Computer Acquisition **Policy:** 1.10

Policy: The MIS/Telecommunications Department must approve the purchase of all computer equipment.

Purpose: To set forth policy for purchasing computer hardware and software.

Scope: All PCOM staff and faculty.

Procedure: If the computer equipment is budgeted, a request should be submitted to the MIS Department by the department for purchase information. MIS will review the request, make sure it is budgeted and meets PCOM's standards. Ordering information will be sent from MIS to the requestor so that they can enter the information onto the Banner system. Once a purchase order is produced, the MIS Department will place the order and arrange for installation.

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- Title:** Cabling Requests (Voice/Data) **Policy:** 1.15
- Policy:** All cabling requests should be submitted to the MIS Department in writing indicating a contact person and the location to be serviced.
- Purpose:** To set forth policy for acquiring cabling within PCOM.
- Scope:** All cabling performed at PCOM's main campus and remote sites.
- Procedure:** A request for cabling should be submitted to the MIS/Telecommunications Department with the department head's signature. A form is available in the MIS/Telecommunications Department. (Voice/DATA Request Form)

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Title: E-Mail Accounts **Policy:** 1.20

Policy: PCOM has provided E-Mail capability to all of its staff and students. All correspondence from PCOM will be sent to staff, faculty and student E-Mail accounts only. Everyone is responsible for all E-Mail activity associated with his/her account. Unacceptable uses of E-Mail will result in the revocation of E-Mail privileges and disciplinary action. Some examples of unacceptable uses are:

- Using an E-Mail account owned by someone else.
- Sending harassing, obscene and/or other threatening messages to another user.
- Sending unsolicited junk mail.
- Sending material that infringes upon the copyright of another person.
- Sending chain letters.
- Sending commercial or advertising material to users or other organizations.
- Distributing E-Mail to everyone in the college without the proper authorization.
- Distributing hate mail, discriminatory remarks and pornographic material.
- Using E-Mail to share confidential information about staff, faculty or students

Purpose: To establish guidelines for E-Mail use by staff, faculty and students.

Scope: All PCOM staff, faculty and students.

Procedure: Individual E-Mail accounts can be secured from the MIS/Telecommunications Department located in suite 334 of Rowland Hall. All new staff, faculty, and students automatically receive an E-mail account.

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- Title:** Help Desk **Policy:** 1.25
- Policy:** The MIS help desk is open from 8:00am to 5:00pm Monday thru Friday. The main phone number is 871-6110. It is important for all users to call the above number or E-Mail the operators this helps us maintain a specific level of service. Assistance is provided for all supported hardware and software that are part of PCOM's standard. Response time is based on the priority assigned to a given request.
- Purpose:** To set forth a policy for help desk procedures.
- Scope:** All PCOM staff, faculty and students.
- Procedure:** Calls are serviced based on analyst availability and severity of the request. The operator will log your call and assign an incident number to your request. Your call will be assigned to an analyst based on availability. You should receive a call from the analyst within a half hour.

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- Title:** Individual E-Mail **Policy:** 1.30
- Policy:** All PCOM staff must attach a **digital signature** to every E-Mail that they send outside the college.
- Purpose:** To set forth policies for standardizing how staff sends E-Mail from the college.
- Scope:** All PCOM staff and faculty.
- Procedure:** All staff must attach their name, title, department, Philadelphia College of Osteopathic Medicine, phone number and fax number to all E-Mail leaving the college. Listed below are detailed instructions for attaching a digital signature to your E-Mails.

To add a signature to all items you send.

Click **Tools, Options**, double-click **Environment**, click the **Signature** tab.
Click Signature. Do not attach the Electronic Business Card (vCard).
After you have selected Signature, type the text you want as a signature in the Signature box.
Click a signature option. (**Automatically add or Prompt before adding**)
Click **OK**.

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Title: Moves, Adds or Changes **Policy:** 1.35

Policy: The MIS/Telecommunications Department will schedule and perform all moves adds and changes of computer and/or phone equipment.

Purpose: To set forth policy on moves, adds or changes.

Scope: All PCOM Staff, faculty and students.

Procedure: All moves, adds or changes should be communicated to the MIS/Telecommunications Department in writing or via E-mail. A representative from the requesting department must be available to identify and sign off on the new locations.

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- Title:** Network Accounts **Policy:** 1.40
- Policy:** Network accounts are provided to individuals based on business requirement. The department head must approve all network accounts.
- Purpose:** To adhere to current PCOM network standards.
- Scope:** All PCOM Staff, faculty, students, consultants, and guests.
- Procedure:** The employee should get a computer access and confidentiality form from Human Resources and have it signed by their department head. Computer requests are separate. That form should be forwarded to the MIS Department. The employee will be provided with the requested computer access within 1 business day.

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Title: Remote Access Accounts **Policy:** 1.45

Policy: All staff, faculty and students of PCOM are eligible to use the remote access system in order to access their electronic mail and other network-based programs from off-campus. This access is provided directly via the Internet and/or the PCOM Web Page.

Purpose: To set forth policy for remote access to PCOM computing resources.

Scope: All PCOM staff, faculty, students, consultant, and guests.

Procedure: Interested individuals may request remote access by contacting the Student Lab Technician at 871-6126 or the MIS Department at 871-6110. An E-mail survey will be sent to the user that must be completed in order to set up access. Once the completed survey is received, the user will be notified within five (5) working days of their username and password along with instructions on how to use the system. The remote access is password protected and is subject to the same policies as regular Network access. Remote access is terminated when a staff member, faculty member, student or guest leaves PCOM. Any problems with remote access should be reported to the Help Desk at 871-6110.

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- Title:** Repairs (Hardware) **Policy:** 1.50
- Policy:** All requests for computer repairs are either performed by the MIS Department or outsourced. All requests must be submitted to the MIS Department via the help desk.
- Purpose:** Set forth policy on requesting computer repairs.
- Scope:** All PCOM Staff, faculty and students.
- Procedure:** A service call should be placed with the help desk at extension 6110. The request will then be assigned to the appropriate analyst. The analyst will either fix the problem or refer it to an outside repair service. The scheduled time for the out sourced service will be given to the end user.

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Title: Student Computer Lab **Policy:** 1.55

Policy: All PCOM students have access to the student computer lab. All students are expected to respect the rights of authors. Copying or altering copyrighted software is strictly prohibited. The computer lab assistant will be responsible for issuing login names and E-Mail accounts to students. Internet access will be provided on a limited basis. PCOM has taken the position that computer access for students may be obtained via the student computer lab, study locations in both Evans and Rowland Halls and by remote dial-in.

Purpose: To set forth policy regarding the use of computer lab hardware and software.

Scope: Applies to all PCOM Students.

Procedure: All students are assigned login names and E-Mail accounts by the MIS Department. New students will receive their computer access ID's in their new student packets when they arrive.

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Title: Student Printing **Policy:** 1.60

Policy: All PCOM students can print their assignments in the student computer lab and library. Every student is allocated one thousand pages of paper per term for printing assignments. If a student exceeds their limit they can wait until the next term or pay for an additional thousand pages.

Purpose: To set forth policy for student printing in the library and student computer lab.

Scope: Applies to all PCOM Students.

Procedure: All students are automatically assigned one thousand pages of paper for printing assignments per term. If a student exceeds his/her limit during the term, they should go to or call the MIS Department on the third floor of Rowland Hall to verify that they have exceeded their allocation. After verification the student will have to pay a fee of \$40.00 for an additional thousand pages in the Bursar's office located on the second floor of Rowland Hall. The Bursar will e-mail the MIS Department once the fee has been paid. Then the student's account will be credited with another thousand pages. Balances on paper paid for by the student are carried over into the next term.

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Title: Internet Use **Policy:** 2.05

Policy: PCOM provides Internet Access for its staff, faculty and students. Access to the Internet using PCOM resources is a privilege not a right. Abuse of this privilege will result in immediate corrective action. Some examples of unacceptable use of the Internet are:

- Distribution of unsolicited material to others.
- Use for any illegal purposes.
- Any use for commercial or for-profit purposes.
- Any use for product advertisement.
- Use of the network to access or process pornographic material.

From time to time PCOM will make a determination on whether specific uses are consistent with acceptable use policies. PCOM reserves the right to log Internet use and to monitor utilization by users while respecting the privacy of user accounts.

Purpose: To set forth policy regarding the use of the Internet at PCOM.

Scope: All PCOM staff, faculty and students.

Procedure: Internet access is provided to students in the library and the student computer lab. Special requests for staff and/or faculty should be sent to the MIS Department.

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- Title:** Licensing and Copyrights **Policy:** 2.10
- Policy:** The MIS Department maintains records in reference to the licensing of software on the PCOM Network. All applicable federal, state laws and regulations governing the use of computer software are adhered to by PCOM. Copying, distributing or altering licensed software is prohibited.
- Purpose:** To set forth policy on licensing and copyrights of computer software.
- Scope:** All PCOM Employees, Faculty and Students.
- Procedure:** From time to time the MIS/Telecommunications Department will conduct random audits of personal computers. Anyone found violating copyright laws will face disciplinary action as outlined by the college.

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Title: Software Use **Policy:** 3.05

Policy: All software purchased by PCOM is for the express use by staff, faculty and students and is the property of PCOM. Copying of any PCOM software is unauthorized and prohibited.

Purpose: To set forth software use policies for PCOM.

Scope: All PCOM staff, faculty and students.

Procedure: Any staff, faculty and/or student found copying software illegally will be dealt with in accordance with PCOM's Policies and Procedures and copyright laws.

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- Title:** Standards Hardware/Software **Policy:** 3.10
- Policy:** All desktop computers and software used at PCOM must meet the standards set by the MIS/Telecommunications Department.
- Purpose:** To set forth policy for establishing hardware and software standards.
- Scope:** All PCOM staff, faculty and students.
- Procedure:** All requests for hardware and software must meet PCOM's standards as outlined by the MIS/Telecommunications Department.

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- Title:** Computer Names **Policy:** 3.15
- Policy:** Every computer on PCOM's network must have a computer name based on the naming convention established by the MIS/Telecommunications Department.
- Purpose:** To set forth computer naming policies for PCOM.
- Scope:** All PCOM Employees, Faculty and Students.
- Procedure:** All computers must have the first three letters of their department in caps followed a hyphen, followed by the end user's **user name**. If an individual has two desktop computers, an additional digit should be added at the end of the login name. For example two computers belonging to Joe Smith in the Anatomy Department would have computer names, ANA-Joes1, and ANA-Joes2 respectively. Desktop computers in laboratories will follow the same naming conventions. For example, three computers in the Anatomy Lab would have the computer names, ANA-LAB1, ANA-LAB2, ANA-LAB3, etc. Departmental laptops have the same naming convention. For example, ANA-LAPTOP-user name.

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Title: End User Systems **Policy:** 4.05

Policy: All computer programs or systems developed by end users are the sole responsibility of the developer. If the system becomes a critical part of a department's operation, the system should be identified to the MIS Department by the Department Head.

Purpose: To protect and ensure the smooth operation of all departments utilizing end user programs as part of their daily operations.

Scope: All end user systems in all departments.

Procedure: Once a program or system has been identified by the department head, the system will be documented using standard programming methodology. The end user must provide the MIS department with information about the system and how it functions. MIS will give the end user documentation guidelines to use. After the system has been documented a review session will be conducted with MIS and the end user. The results of the review will be communicated to the department head. The source code for each system will be stored in the MIS area.

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- Title:** File Conversions **Policy:** 4.10
- Policy:** Sometimes it is necessary for end users to convert and/or use files between applications. MIS will assist any end user with file conversions.
- Purpose:** To assist PCOM staff and faculty with data conversions and to safeguard the transfer of PCOM data.
- Scope:** All end user software and electronic files.
- Procedure:** A request for assistance should be submitted to the help desk. Details about the conversion should be included with your request. The operator will provide you with an incident number and assign the request to the next available analyst. The analyst will verify existence of a copy of the original data before the conversion.

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- Title:** Reallocation of Assets **Policy:** 4.15
- Policy:** Any computer equipment moved from any department to another or from one user to another will have an asset transfer form filled out by the MIS Department.
- Purpose:** To set forth policy on transferring assets.
- Scope:** All computer equipment at PCOM.
- Procedure:** After the equipment is moved, an asset transfer form will be filled out and forwarded to the Finance Department by the technician that moved the equipment. A copy of the form will be kept on file in the MIS office.

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- Title:** Special Projects **Policy:** 4.20
- Policy:** The MIS/Telecommunications Department must develop from time to time special programs for other departments. All requests for programming projects must be reviewed and approved by the requesting department head.
- Purpose:** To set forth policy for requesting custom programming.
- Scope:** All PCOM staff, faculty and students.
- Procedure:** A request for custom programming should be reviewed with the requesting department Head. After the department head has approved the request, it should be submitted to the MIS/Telecommunications Department for a detailed analysis. MIS will provide the requesting department with an estimate of the time it will take to complete the project.

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- Title:** System Backups **Policy:** 4.25
- Policy:** Any data located on the hard drive of the user is the responsibility of the user to back up onto media such as floppy diskettes or jazz/zip drives. All files residing on the network in end user directories are backed up daily. Monthly backups are also performed.
- Purpose:** To set forth for backing up and restoring files.
- Scope:** Pertains to all data located on network servers and local drives.
- Procedure:** All user directories are backed up every night on the network. Any request to restore files from a back up can be made to the help desk at extension 6110. The file restore can usually be done the same day, however, if the file to be restored is older than 21 days, then the restoration process will usually take two days.

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Title: Security Statement **Policy 5.00**

Policy: All information regardless of format (written, reports, computerized) created and/or used at the Philadelphia College of Osteopathic Medicine is college property and must be protected from its creation to its disposal. All users of the college's information systems are responsible for taking steps to maintain the confidentiality and security of the data under their control and files associated with their network accounts. This policy includes the protection of the following data:(1) health information under the Health Insurance Portability and Accountability Act(HIPAA), (2) student information under Family Educational Rights and Privacy Act (FERPA),and(3) financial information under the Gramm-Leach-Bliley Act(GLBA). All access to information systems is based on job classifications and direct responsibilities.

Purpose: To ensure that those who use PCOM's information systems understand their responsibility to protect all information and data.

Scope: This policy applies to all Staff, Faculty, Students, Temporary Staff, Consultants and all Guests utilizing PCOM's information systems.

Procedure: All staff, temporary staff, faculty, and consultants must sign a confidentiality agreement and return it to the Human Resources Department.

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Title: Passwords **Policy:** 5.10

Policy: All PCOM employees (including consultants and vendors with access to PCOM's computer systems) are responsible for taking the appropriate steps as outlined in the procedure to create good passwords for their accounts.

Purpose: To establish a policy for creation of strong passwords, the protection of those passwords, and the frequency of change.

Scope: All PCOM staff, faculty, students and consultants.

Procedure: All password resets (for forgotten passwords etc.) will be reset within 30 minutes of calling the help desk at extension 6110. Generally, all password resets allow 5 grace logins and the user is expected to choose a new, unique password each time they reset their password. Passwords will expire every 90 days; the user is expected to select a new password for the next 90 days.

Strong passwords have the following characteristics: **(1)** Contain both upper and lower case characters (e.g., a-z, A-Z) **(2)** Have digits and punctuation characters as well as letters e.g., 0-9, !@#\$%^&*()_+|~-=\`{}[]:~<>?,./). **(3)** Are at least eight alphanumeric characters long. **(4)** Are not a word in any language, slang, dialect, jargon, etc. **(5)** Are not based on personal information, names of family, etc.

Passwords should never be written down or stored on-line. Try to create passwords that can be easily remembered. One way to do this is to create a password based on a song title, affirmation, or other phrase.

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Do not use the same password for PCOM accounts as for other non-PCOM access (e.g., personal ISP account, option trading, benefits, etc.). Where possible, don't use the same password for various PCOM access needs. Do not share PCOM passwords with anyone.

Title: Passwords **Policy:** 5.10

All passwords are to be treated as sensitive, **confidential** PCOM information. Here is a list of don'ts:

Don't reveal a password over the phone to ANYONE

Don't reveal a password in an E-Mail message

Don't hint at the format of a password (e.g., "my family name")

Don't reveal a password on questionnaires or security forms

Don't share a password with family members

Don't reveal a password to co-workers while on vacation

Do not use the "Remember Password" feature of applications (e.g., Windows, Outlook, Netscape Messenger).

Do not write passwords down and store them anywhere in your office.

Do not store passwords in a file on ANY computer system(including Palm Pilots or devices or similar devices) without encryption.

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Title: Unauthorized Network Access **Policy: 5.15**

Policy: The use of any unauthorized hardware or software on PCOM's network for the express purpose of but not limited to: (1) scanning workstations or servers, (2) cracking passwords, (3) encrypting messages, (4) capturing passwords, (5) using a personal firewall, and (6) using hacking tools to access systems inside and outside of PCOM is forbidden. Any attempts to exploit PCOM's network from the outside is also forbidden.

Purpose: To set forth policy for unauthorized use of PCOM's network.

Scope: All PCOM Employees, Faculty, Students, Consultants and all Guests.

Procedure: Violation of the above policy will result in disciplinary action as outlined in the Human Resources Disciplinary Actions and Warning Notices Policy 2.05.

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- Title:** Terminations **Policy:** 5.20
- Policy:** All network access will be terminated immediately after notification is received from Human Resources of an employee's termination. Likewise, access for students will be revoked immediately after notification from Admissions that a student/intern is no longer with the college.
- Purpose:** To set forth policy regarding the termination of employee's and student's network access.
- Scope:** All PCOM Employees, Faculty and Students.
- Procedure:** The Human Resources Department is responsible for notifying the MIS Department both verbally and in writing of an employee's termination as soon as it is known.
The Admissions Department is responsible for notifying the MIS Department of any change in a student's status.

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Title: Departmental Phones and Voice Mail **Policy:** 6.10

Policy: Every PCOM department must have a standard voice mail message on their main phone as set forth within this policy. During normal working hours, voice mail should not be used as a substitute for answering a phone. All departmental phones should go directly to voice mail after normal working hours. To set forth policies for standardizing departmental voice mail box messages.

Purpose: To set forth policies for standardizing departmental voice mail box messages.

Scope: All PCOM Departments.

Procedure: **Department voice mail boxes should be set up using the following example:** "You have reached the Philadelphia College of Osteopathic Medicine; the Admissions Department. Our office hours are from 8:00AM to 5:00 PM. No one is available to take your call at this time. Please leave your name and number and someone will return your call as soon possible." During normal working hours, operational departments (Plant Operations, MIS) should include additional phone numbers in their message for emergency purposes using the following example: You have reached the Philadelphia College of Osteopathic Medicine; the Plant Operations Departments. Our office hours are from 8:00AM to 5:00 PM. No one is available to take your call at this time. Please leave your name and number and someone will return your call as soon possible. If this is an emergency and you require additional attention please press 1 for the college operator." **At the end of the working day the department's main phone line should be forwarded directly to voicemail.** For more information

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on how to set up a voice mailbox call the MIS Department at extension 6110.

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- Title:** Employee Voice Mail **Policy:** 6.20
- Policy:** All PCOM employees must have two standard voice mail messages on their main phone number. The first message must be used for normal working hours. An alternate message must be used for absence from the office for an extended period of time. All messages should be recorded in the employee's own voice. During normal working hours voice mail should not be used as a substitute for answering a phone.
- Purpose:** To set forth policies for standardizing all employees voice mailbox messages.
- Scope:** All PCOM faculty and staff.
- Procedure:** Individual voice mailboxes should be set up using the following example: "You have reached the Philadelphia College of Osteopathic Medicine. This is Mary Smith in the Admissions Department. Please leave your name and number and I will return your call as soon as possible." At the end of day all phones should be forwarded directly to voice mail. **An alternate message for extended absences should be set up using the following example:** "You have reached the Philadelphia College of Osteopathic Medicine. This is Mary Smith of the Admissions Department. I will be out of the office beginning Tuesday October 2 and returning Thursday October 4th. Please leave your name and number and I will return your call as soon as I return." Operational Departments (Plant Operations, MIS) should include additional phone numbers for emergency purposes. **Example:** "You have reached the Philadelphia College of Osteopathic Medicine Admissions. This is Mary Smith in the Plant Operations Department. I will be out of the office beginning Tuesday October 2 and returning Thursday October 4th. If your call requires immediate attention press 1 for my administrative assistant or 2 for the college operator. Or you can leave your name and number and I will return your call as soon as I return." For more information on how to set up a voice mailbox call the MIS Department at extension 6110 or you can go to the MIS Web Page for written instructions.

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- Title:** Pagers **Policy:** 6.30
- Policy:** The Telecommunications Department maintains records of all pagers given to residents, interns and employees. Pagers are the property of Arch Wireless. Anyone losing or damaging the pager will have to pay a fee before given a replacement. Pagers have to be returned at termination of employment at PCOM.
- Purpose:** To set forth policy on acquisition and use of pagers at PCOM.
- Scope:** All PCOM staff, faculty, residents and interns.
- Procedure:** A pager authorization form must be filled out and signed by the individual and their department head. This form must be submitted to the MIS/Telecommunications Department. A pager will be provided within 2 business days. Interns and residents are given pagers on the day of orientation. They must sign a pager authorization form at that time.

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- Title:** Phone Acquisition **Policy:** 6.40
- Policy:** All phones for PCOM employees must be approved by the department head. The phone numbers will be assigned consistent with the departments existing phone numbers where possible.
- Purpose:** To set forth a policy on the acquisition of phone equipment.
- Scope:** All PCOM staff and faculty.
- Procedure:** The request for a new phone should be made via the MIS help desk at extension 6110. The request will be logged and given to the Telecommunications Specialist who will review it and place the order once it has been approved by the end user's department head.

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- Title:** Phone Cabling Requests **Policy:** 6.50
- Policy:** All data cabling requests should be submitted to the MIS Department, in writing, indicating a contact person and the location to be serviced. The department head must approve all cabling.
- Purpose:** To set forth policy for acquiring data cabling within PCOM.
- Scope:** All cabling done at PCOM.
- Procedure:** A request for cabling should be submitted to the MIS/Telecommunications Department with the department head's signature. Forms are available in the MIS/Telecommunications Department. Once the request is received, it will take approximately two weeks to complete the installation once the request has been received. (See Data Cabling Requests, Policy 1.15).

PHILADELPHIA COLLEGE OF OSTEOPATHIC MEDICINE

POLICIES AND PROCEDUES

Policy and Procedures Index

- Title:** Voice Mail Accounts **Policy:** 6.60
- Policy:** Voice Mail accounts are provided to PCOM Employees and specific student organizations
- Purpose:** To set forth the policy for obtaining voice mail.
- Scope:** All PCOM Employees and Faculty.
- Procedure:** All requests should be submitted to the MIS/Telecommunications Department in writing by the department head. Voice mail accounts for student organizations must be approved by the Dean.