



# UNIVERSITY OF HULL

## Fixed Line Telephony Service End User device policy

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<b>Document Owner:</b>	End User Services
<b>Department/Contact:</b>	ICT
<b>Summary:</b>	This policy outlines the organisational responsibilities around the Fixed line telephony end user device.
<b>Scope:</b>	This policy applies to all University staff
<b>Collaborative provision:</b>	Not mandatory
<b>Assessment: (where relevant)</b>	Not applicable
<b>Consultation: (where relevant)</b>	Consultation sessions held with various user groups across academic staff and professional services for their feedback
<b>Relevant legal frameworks:</b>	Not applicable

# Fixed Line Telephony Service End User Device Policy

## 1. Introduction

- 1.1 This policy relates to the use of the Fixed Line Telephony Service provided by IT Services and to provide guidance and clarity around what hardware will be supplied as part of the telephony Service to facilitate its use.
- 1.2 This policy aims to clearly define the different hardware and devices associated with the Fixed Line Telephony Service and the parameters used by IT Services to determine which hardware will be issued. This will be dependent on a person's role and their use case.
- 1.3 This policy supports the University's objective to be carbon neutral by 2027 by aiming to reduce the use of physical devices (primarily telephone handsets) through the adoption of Softphone technology which brings environmental benefits through reduction in energy use, reduced manufacturing impact, lower E-waste generation, resource conservation and lower carbon emissions.

## 2. Scope

- 2.1 This policy covers the issuance of any hardware by IT Services to end users for access to the Fixed Line Telephony Service.
- 2.2 This policy applies to all University members of staff, contractors and others acting in this capacity who are required by their role to make use of the Fixed Line Telephony Service.
- 2.3 'Fixed Line Telephony Service' refers to the use of university owned equipment and/or applications (softphone) to make or receive an external voice call to or from a local, national, mobile, or international number.

## 3. End user device offerings

Depending on the user's role and use case, one of the following end user devices will be provided by IT Services.

- 3.1 USB Headset designed for softphone use with a USB connector for PC and Mac compatibility, in-built microphone, volume controls and mute option. Please note that makes and models may vary according to supply.
- 3.2 A Physical Telephony Handset that is specifically designed to work seamlessly with Microsoft Teams. Handset will have features and functionalities of a traditional physical telephony handset. Please note this will only be provided by exception. All requests should be made via the [Request IT Equipment](#) form on the Support Portal.

#### **4. End user device allocation principles**

4.1 Where the end user is issued with a direct dial-in number and a University managed computing device such as a PC or Mac, Portable (laptop/MacBook) or Mobile Phone as part of their role, by default, the end user will be required to access their telephony services via the computing device and a headset will be allocated by IT as required.

Physical handsets will not be supplied other than by exception.

4.2 Exceptions to the above principle in 4.1 will only be made in the following scenarios:

- i. The end user DOES NOT require a managed computing device but DOES require the ability to make and receive telephone calls as part of their role.
- ii. The end user is providing a physical reception function as part of their role and the incoming calls may be answered by others either as cover or as part of a normal working pattern such as a rota.
- iii. The end user is responsible for a communal area such as a lab with a need for a Safety phone in the event of an emergency.
- iv. Communal areas that require a communication device independent of a managed computing device such as seminar rooms, lecture theatres and access restricted spaces.
- v. Other exceptions for issuing physical handsets will be considered based on specific job requirements, extenuating circumstances such as disabilities or staff members who frequently work in environments where softphones are impractical or unsafe to use. Such scenarios will be considered on a case-by-case basis.

4.3 IT Services reserve the right to refuse any request for a physical handset by a member of staff where they do not fall into any of the exceptions in section 4.2.

#### **5. Review and revision**

5.1 This policy will be reviewed periodically to ensure its relevance and effectiveness. Changes may be made as necessary to adapt to evolving technologies and staff needs.