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Policy for IIUM Telephone Services

Chapter :
Telecommunication

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1.0 OBJECTIVE

The objective of this document is to define the policy for IIUM telephone services provided by the University.

2.0 SCOPE

The scope of the policy applies to all IIUM telephone services that are provided by the University

3.0 POLICY STATEMENT

3.1. General

- 3.1.1 A standard telephone services shall be provided to each full-time academic and administrative staff.
- 3.1.2 The University may also provide telephone services to non-IIUM entities such as the SBUs by imposing the rental and call charges.
- 3.1.3 Request for telephone services apart from clauses 3.1.1 and 3.1.2 shall be forwarded to ITD Director for approval with the recommendation from deans and directors at K/C/D/I
- 3.1.4 The University reserves the right to change or replace any telephone numbers when deem necessary.

3.2. Acceptable Use

- 3.2.1 It is the policy of the University that the University telephones are to be used for business purposes only.
- 3.2.2 On occasion, it is understood that personal call will be made or received during working hours, but shall be kept to minimum.
- 3.2.3 The University has the right to monitor telephone usage to determine if misuse or abuse exists

- 3.2.4 A University telephone shall not be used for conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any law.
- 3.2.5 Users shall not cause, or attempt to cause, security breaches or disruption to telephone communications. Example of security breaches include, but not limited to, accessing calls of which the customer is not an intended recipient or logging into a server or voicemail account that the user is not expressly authorized to access.
- 3.2.6 Harassment is not permitted, whether through language or frequency of telephone calls.
- 3.2.7 It is understood that personal calls will be made or received during work hours via personal cellular phone. Therefore, the University shall not be liable for the loss, theft, or damage of personal cellular phones brought into the workplace.

3.3. Outgoing Call Entitlement

Users	Category (Outgoing)
Senior Officers	
Rector, Deputy Rectors & Deans, Executive Directors	7
Secretaries	7 (with pin no.)
Deputy Deans/Directors & Heads of Departments	5
Personal Assistants	5 (with pin no.)
Academic Staff	
Academic Fellows	4
Professors/ Associate Profs.	4
Assistant Profs.	4
Lecturers/ Teachers	3
Assistant Lecturers	3
Administrative Staff	
Category A (Professional & Management Group)	4
Category B(Support Group)	3
Category C(Support Group)	3
General Number of Kulliyah/Centre/Division	1
Facsimile Line (Main Office)	6
Facsimile Line (Department Office)	3

Table 1: Call categories

Please refer to Table 2 below for further information.

Category	Destination
1	Internal calls only (intra and inter campus)
2	Local calls only
3	Local and state
4	Local/State and Handphone
5	Peninsular Malaysia
6	Peninsular Malaysia, Sabah & Sarawak
7	International Access

Table 2: Call categories and their definitions

3.4. Type of Phone Set

Table 3 lists the type of phone sets available to various staff members.

Users	Phone set feature
Senior Officers	
Rector, Deputy Rectors & Deans, Executive Directors	Digital display, caller ID/name, alert call, additional number/extension
Secretaries	Digital display, caller ID/name, alert call,

	additional number/extension
Deputy Deans/Directors & Heads of Departments	Digital display, caller ID/name, alert call, additional number/extension
Personal Assistants	Digital display, caller ID/name, alert call, additional number/extension
Academic Staff	
Professors/ Associate Profs.	Digital display, caller ID/name, alert call, additional number/extension
Assistant Profs.	Digital display, caller ID/name, alert call, additional number/extension
Lecturers/ Teachers	Digital display, caller ID/name, alert call, additional number/extension
Assistant Lecturers	Basic incoming/outgoing
Administrative Staff	
Category A	Digital display, caller ID/name, alert call, additional number/extension
Category B	Basic incoming/outgoing
Category C	Basic incoming/outgoing
General Number of Kulliyah/Centre/Division	Digital display, caller ID/name, alert call, additional number/extension
Facsimile Line	-

Table 3: Type of phone set

Disclaimer: The types of phone set that will be distributed to the users are subject to change based on actual deployment.

3.5. Telephone Use/Access

- 3.4.1 Telephone facilities for students' societies, computers laboratories and Kulliyah's laboratories are restricted to internal calls only.
- 3.4.2 All applicants for telephone services shall submit a **Telephone Request form**.
- 3.4.3 If an applicant change his room or have decided to discontinue the telephone services, they shall complete a Telephone Request form.
- 3.4.4 Staff who has tendered their resignation or has been terminated by the University must follow the MSD Staff clearance procedure in order to ensure that telephone services are disconnected and the peripherals collected by ITD.

3.5 Billing/Charges

- 3.5.1 For personal calls, payments must be made directly to the Finance Division or their representatives.
- 3.5.2 IIUM Strategic Business Units (SBU) and IIUM companies shall be billed accordingly through the Finance Division.

3.6 Facilities

The entitlement of facilities for staff is as follows (table 4):

Users	DID (Direct Incoming)	Voice mail
Senior Officers		
Rector, Deputy Rectors & Deans, Executive Directors	Y	Y
Secretaries	Y	Y
Deputy Deans/Directors & Heads of Departments	Y	Y
Personal Assistants	Y	Y
Academic Staff		
Professors/ Associate Profs.	Y	Y
Assistant Profs.	Y	Y
Lecturers/ Teachers	Y	Y
Assistant Lecturers	N	Y
Administrative Staff		
Category A	Y	Y
Category B*	N	Y
Category C	N	Y
General Number of Kulliyah/Centre/Division	Y	N
Facsimile Line	Y	N

Table 4: The telephone services/facilities available

*Except for Executive Officer (N27) and Assistant Accountant (W29) at respective Kulliyahs/Centres/Divisions with the recommendation from the Dean/Director and approval by IT Division Director.

4.0 RESPONSIBILITY FOR IMPLEMENTATION

The responsibility for the implementation of this policy lies with the ITD Director and Head of Department (Network & Telecommunication), ITD.

5.0 ENTITIES AFFECTED BY THIS POLICY

All staff of the University is affected by this policy.

6.0 ENFORCEMENT

Anyone found to have violated this policy may be subjected to loss of certain privileges or services. Possible disciplinary actions and reimbursement of payment to the University may be proposed to the relevant higher authority.

7.0 DEFINITION

Term	Definition
IIUM	The International Islamic University Malaysia, otherwise known as the “University”
ICT	Information and Communication Technology
ITD	The Information Technology Division of the University
Local entities	The University’s Kulliyyahs, Centres and Divisions.

8.0 RELATED DOCUMENT

- 8.1. Guideline For Telephone Entitlement (IIUM/ITD/ICTPOL/3.2)
- 8.2. Guideline for Video Conferencing (IIUM/ITD/ICTPOL/3.3)
- 8.3. Guideline for Telephone Services (IIUM/ITD/ICTPOL/3.4)

9.0 REVISION HISTORY

Requestor	Description	Submission Date	Approval Date
Shukri Abdul Rahman, ITD	Draft	11/11/2008	–
Shukri Abdul Rahman, ITD	Reviewed by ICT Policy Review Committee Meeting No. 2/2008	19/11/2008	–
Shukri Abdul Rahman, ITD	Approved by ICT Council No. 1/2009	–	30/01/2009

Shukri Abdul Rahman, ITD	Reviewed by ICT Policy Review Committee Meeting No. 1/2011	24/03/2011	
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