

## TELECOMMUNICATIONS SYSTEMS

### I. PURPOSE

The following guideline establishes procedures for the coordinated planning, system design, acquisition, operation and maintenance of telecommunications systems and equipment for the City of Little Rock.

- A. Exception: Information Technology Department is not responsible for the 911 phone system.

### II. RESPONSIBILITY:

The City-wide responsibility for telecommunications planning, system design, acquisition, replacement of equipment and maintenance rests with the Information Technology Department.

### III. POLICY:

Departments or divisions needing telecommunications planning, system design, assistance in preparation of bid specification for acquisition of new or additional telecommunications equipment, questions regarding operations or with telecommunications maintenance requirements will coordinate such activities through the Information Technology Department.

### IV. PROCEDURE:

- A. Planning, System Design and Specifications: A memorandum will be prepared by the appropriate Department Director or Division Manager, outlining specific telecommunications needs and forwarded to the Information Technology Department. Complex issues may require meetings with both the Information Technology Department and the appropriate Department or Division Staff. Consultants, when necessary, will be obtained by the Information Technology Department. Funding for consultants, systems and equipment will be the responsibility of the requesting Department or Division, unless it is a citywide requirement and funding has been obtained through the budget process, special appropriations or transfers.

- B. Operations: The Little Rock Police Department is the license holder for all City radio channels and is responsible for ensuring compliance with the Federal Communications Commissions (FCC) requirements and regulations. Central Communications Center is the net control station for all City radio networks. It is responsible for Public Safety Communications needs and the coordination point for multi-departmental and emergency management communications activities.
- C. Maintenance: All telecommunications maintenance and cost will be administered by the Information Technology Department, either through administration of a maintenance contract or in-house maintenance facility. All users may take equipment directly to the maintenance provider as necessary. Items not covered by the maintenance contract will be billed to the user Department having completed the work.
- D. Records: Each Department and Division will maintain accountability records on their equipment. Some records associated with computer aided dispatch will be maintained by Central Communications Center. The maintenance facility will keep maintenance records on repairs of equipment.

Approved:



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Bruce T. Moore  
City Manager