

Information Technologies Main Telephone Line Rollover

Purpose:

To make sure that Information Technologies main phone line is always being answered during normal business hours.

Policy Statement:

Information Technologies main phone line 319-398-1298 will be forwarded to Desktop Support whenever coverage will not be available by Information Technologies office personnel. The phone number that is assigned as the rollover number is 319-398-5286. This is effective between the hours of 8:00 a.m. till 5:00 p.m. Monday – Friday. If coverage is needed between 4:00 and 5:00 Information Technologies main phone will be transferred to 319-398-5507. If a circumstance arises that the backup phones are not available all calls will be forwarded to the HELPDESK at 319-398-1264.

Effective Date:

The above mentioned policy will be put into effect immediately.

Policy Authority:

Signed by: _____ Title _____ Date: _____

Instructions of how to place phone to call forward:

1. Call Forward – All Calls.....*71 + Extension
2. **Cancel** Call Forwarding All Calls.....#71