



**LANGLEY
POLICY
DIRECTIVE**

LAPD 2540.1F

Effective Date: March 24, 2014

Expiration Date: February 28, 2019

Responsible Office: IT Infrastructure Branch, Office of the Chief Information Officer (OCIO)

SUBJECT: Telephone Administration

1. POLICY

a. It is the policy of Langley Research Center (LaRC) to:

(1) Comply with prescribing NASA and Federal regulations.

(2) Provide telephone equipment and services that are essential for operations.

(a) Hallway Set (Nortel M3902) – A single-line basic digital phone authorized for hallways and common areas.

(b) Standard Set (Nortel M3903) – A multi-line digital phone authorized for individuals in all office areas.

(c) Secretarial Set (Nortel M3904) – A multi-line digital phone authorized for all secretaries.

(d) Analog Lines - Analog lines for special applications such as special modems, facsimile machines, secure telephone, or teleconference sets will be provided only when services cannot be provided by standard Nortel digital phone. A request for an analog line for use with a modem must also be accompanied by a written justification and firewall request for the analog line that addresses the precautions that will be taken to mitigate the IT security risk associated with modems and analog lines, e.g., unmonitored back doors into the LaRC network.

(3) Ensure that telephone equipment and services are used only for official Government business, emergency, and authorized personal calls, as described in NPD 2540.1.

(a) No other calls may be placed over the Government-provided telephone system, even if the caller's intention is to reimburse the Government for the cost of the call.

(b) Any call that is not official, emergency, or authorized personal usage is an unauthorized call. Suspected misuse of Government-provided telephone services for unauthorized calls will be expeditiously referred to the employee's supervisor or the Office of Inspector General.

2. APPLICABILITY

This LAPD applies to all Langley Research Center employees and all Langley contractor and subcontractor personnel who are authorized by contract to use Government telephone systems.

3. AUTHORITY

- a. NPD 2540.1, "Personal Use of Office Equipment Including Information Technology"

4. APPLICABLE DOCUMENTS AND FORMS

- a. LMS-CP-5541, "Processing Requests for Voice Communications Services."

5. RESPONSIBILITY

- a. IT Infrastructure Branch (ITIB), Office of the Chief Information Officer (OCIO).

- (1) Manage, operate, and develop LaRC's telephone system.
- (2) Ensure Langley Telephone System (LaTS) performance for reliability and stability.
- (3) Provide service to LaRC's telephone users.
- (4) Appoint a representative to discuss moves with the Projects & Capital Assets Branch, Center Operations Directorate, and other organizations as required.
- (5) Implement Center policy for the utilization of telephone services and for the allocation of specialized telephone services.

- b. Supervisors.

- (1) Implement this Center's telephone policy in managing the organization's telephone service.
- (2) Ensure personnel under their jurisdiction are aware of and knowledgeable of the policies and intent of this directive. Be observant of telephone usage which appears to be excessive.
- (3) Establish appropriate internal controls over telephone facilities to ensure visitors are aware of the policies and intent of this directive and the prohibition of making long-distance calls on devices that would result in charges to the Government.
- (4) Approve user requests (Civil Service and non-NASA) for additional telephone sets, relocations, changes in levels of service, and all nonstandard services.
- (5) Serve as the point of contact for ITIB personnel responsible for the administration and development of Center telephone policy.

- c. Contracting Officer's Representative.

- (1) Monitor contractor performance to ensure adherence to contract requirements on telephone usage.

d. Employees.

(1) Use NASA's telecommunications services only for the conduct of official Government business, emergency, and authorized personal calls as described in NPD 2540.1.

(2) Refer to LMS-CP-5541, "Processing Requests for Voice Communications Services," for requesting new telephone service, government calling card, and off-site telephone.

(3) Use the Government telephone system when authorized as being necessary in the best interest of the Government.

(a) Collect Calls - A collect call should not be accepted unless it has been previously authorized by management. The recipient or employee who accepts the collect call should document the call for future bill reconciliation. Also, an employee away from LaRC should not place collect calls to LaRC operator or other LaRC employees.

(b) Government Calling Card - Government calling cards may be used to make official telephone calls while away from LaRC.

(c) Personal Emergency Calls - Federal regulations allow reasonable use of Government systems to make brief necessary calls, even long distance.

4. Refer to the LaTS link on @LaRC for information concerning how to make calls, telephone users' manuals, telephone problems or questions, facsimile information, and telephone conferencing.

5. Ensure that all phone calls made to non-U.S. persons in the U.S. or abroad comply with U.S. export control laws, regulations, and NASA export control policy.

6. DELEGATION OF AUTHORITY

None

7. MEASUREMENTS/VERIFICATION

None

8. CANCELLATION

LAPD 2540.1, dated June 4, 1999.

Original signed on file

Stephen G. Jurczyk
Acting Center Director

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