

# Guidelines for telephony at Stockholm University

## **Quality and service are important keywords for our work.**

The primary functions of the University are teaching, research and interaction with the local community.

Telephony is essential to the University's service and accessibility, and well-functioning telephony represents a very important channel for those who wish to make contact with people at the University.

People's experiences when trying to contact us have great significance for how we are perceived by the world around us. It is, therefore, of major importance that departments and units establish and maintain a level of service which satisfies both internal and external demands for accessibility.

## **IT Services**

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## **Service functions (e.g. student service desk, study counsellors, director of studies)**

For service functions within Stockholm University, the following is recommended:

- Your telephone should be turned on and manned during telephone hours.
- If a member of staff is unable to answer during telephone hours (due to annual leave or another form of absence), a replacement should be appointed.

## **Staff**

### **General use**

Your phone is your personal responsibility.

- When you are not able to answer, activate Call Referral (e.g. via [su.se/mintelefon](http://su.se/mintelefon)) or set your phone to silent.
- Always have your voicemail activated (when in Sweden).
- When you share your contact details, state your direct number instead of your mobile number.
- For landline phones, do not disconnect the cord from the wall socket as this results in unnecessary troubleshooting, for which a charge is levied.
- Make sure that your number (08-16xxxx) is listed on your profile page on [su.se](http://su.se).

### **Recommendations**

- Listen to your voicemail as soon as possible and make a return call to the person that left the message.
- In order to avoid additional costs, turn off the roaming and voicemail function when travelling outside of the EU/EEA countries.
- Use and store your phone in a safe and appropriate way so that no unauthorised user may access sensitive information.
- If you should lose your phone, contact the Helpdesk (so that they can block the SIM card).
- Inform your department's Telecommunications Manager (telekontaktansvarig) when your contact details change (e.g. a new title or role, change of department, etc.)
- Make sure that you don't have new messages in your voicemail when you take a leave of absence or leave Stockholm University.

Questions, fault report, order? Contact the Helpdesk!

Web: [su.se/serviceportal](http://su.se/serviceportal)  
Telephone: 08-16 1999



## **Managers**

As a manager, you are responsible for ensuring that:

- New members of staff receive a briefing and information about telephony within the University.
- Staff members are given access to the correct equipment appropriate to their job/position in accordance with the University's recommendations.
- The University's contracted telephony operator is used.
- Equipment is bought via the Wisum purchasing portal.
- Equipment that is no longer in use is emptied of information and handled in accordance with the University's environmental policy.
- The Swedish Tax Agency's rules regarding benefit taxation are complied with.

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## Telecommunications manager (“Telekontaktansvarig”)

As a telecommunications manager, you are responsible for:

- Being a channel of information between IT Services and your own department (or equivalent) with regards to telephony.
- Ordering/cancelling/changing telephone subscriptions and mobile broadband and any additional services.
- Making sure that there are no new messages in the voicemail of an extension that you cancel.
- Ordering telephones and accessories.
- Ordering the moving of landline telephony.
- Submitting fault reports when necessary.

### Recommendation for telecommunications services

- Mobile data/data allowance
  - Avoid ordering more mobile data via SMS (when the current data allowance has been used) as this is much more expensive. Contact the Helpdesk instead if you need to increase your monthly data allowance.
- Directory enquiries
  - To avoid unnecessary costs, use the web-based directory enquiry service instead of alternative services (e.g. directory enquiries by telephone).
- Conference call services
  - In order to keep costs to a minimum, use the Telephone Conference service instead of services provided by the operator (e.g. Telia Telemöte). The Telephone Conference service is included in your telephone subscription. Activate the service at [su.se/mintelefon](http://su.se/mintelefon)
- Internet use on your mobile/tablet within Sweden
  - Within the University, use WiFi (eduroam) instead of mobile data.
  - If travelling away from the University, use (e.g.) WiFi instead of mobile data.
- Internet use on your mobile/tablet when abroad
  - Turn off automatic syncing functions – e.g. for email.
  - Turn off the roaming function when travelling outside the EU/EES countries.
  - Use WiFi instead of mobile data

Questions, fault report, order? Contact the Helpdesk!

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