



Illinois Department of Corrections

Administrative Directive

Number: 02.15.101	Title: E-Telecommunications Service Request (E-TSR)	Effective: 7/1/2025
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Authorized by:	<i>[Original Authorized Copy on File]</i> Latoya Hughes Director
Supersedes:	02.15.101 effective 7/1/2022

Authority: 730 ILCS 5/3-2-2	Related ACA Standards:
Referenced Policies:	Referenced Forms: V196B – E-Telecommunications Service Request (E-TSR)

I. POLICY

The Department shall ensure requests for modifications or additions to telephone services are made in accordance with the provisions of this directive.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish a written procedure governing the responsibilities of staff regarding modifications or additions to telephone services.

B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. General Provisions

1. The Department Telecommunications Coordinator shall act as the Facility Telecommunications Coordinator for all general office and parole services requests.
2. Requests to change or add telephone service shall be planned and submitted in advance of the required completion date.

NOTE: The Facility Telecommunications Coordinator, if unfamiliar with the requested service changes, shall contact the Department Telecommunications Coordinator to request information regarding the requested services.

F. Requirements

1. The Facility Telecommunications Coordinator shall prepare a Department of Innovation and Technology (DoIT) E-Telecommunications Service Request (E-TSR), V196B, electronically. A

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copy of the V196B shall be retained by the Facility Telecommunications Coordinator and the original shall be submitted to the Department Telecommunications Coordinator.

2. Upon receipt of the V196B, the Department Telecommunications Coordinator shall:
 - a. Review the information for accuracy and contact the originator for clarification, if required.
 - b. Obtain the following information from DoIT, when applicable, to complete the facility request.
 - (1) Name and description of equipment or services required.
 - (2) Quantity of equipment or services needed.
 - (3) Installation charge.
 - (4) Monthly increase in service charge, if applicable.
 - c. Obtain the approval of the Chief Financial Officer, when applicable, for telecommunications services or equipment.
 - d. Retain a copy of the V196B and submit an official Telecommunications request via DoIT's ticketing system of record.

NOTE: If there are any issues or the requested service is unsatisfactory, the Facility Telecommunications Coordinator shall inform the Department Telecommunications Coordinator of the problem.
