

Office Manager Manages Bureau Technology

SOP# 105

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the Office Manager uses to purchase and arrange payment for new cell phones and computing equipment for the bureau. This includes the purchase of new cell phones and tablets, laptop computers and computer peripherals, as well as payment of monthly phone charges. This procedure has the following goals:

- Coordinate all computer purchases with IT Support;
- Coordinate purchase of new cell phones with bureau staff;

1.2. Scope

This procedure includes all actions necessary to ensure that bureau staff have the laptop and tablet computers, computer peripherals and cell phones required for their work. It also includes procedure for paying monthly phone charges. This procedure does not include procurement of other kinds of items, e.g. office equipment.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

1.3.1. N/A

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Office Manager	<ul style="list-style-type: none">• Work with bureau staff to determine computer and phone needs;• Work with IT Support to order correct computers and peripherals;• Distribute computer and phone items to staff;• Track distribution of items;•
IT Support	<ul style="list-style-type: none">• Assist in determining best computing acquisitions;• Assist in distribution and setup of new equipment and software.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

Case 1: Purchase new laptops and other computer equipment

4.1. Trigger

This procedure is triggered when bureau staff need new computing equipment.

4.2. Primary Procedure – Ordering Equipment

- 4.2.1. When new laptops, computers, or tablets are required, Office Manager places an order. If the need coincides with the IT procurement cycle, the purchase may be done on a bulk order form.
- 4.2.2. Office Manager coordinates the replacement of equipment with IT.
- 4.2.3. Office Manager:
 - 4.2.3.1. Collects old equipment and brings it back to office as needed.
 - 4.2.3.2. Lists serial numbers of old equipment for entry on Surplus forms later
 - 4.2.3.3. Lists serial numbers of new equipment for asset inventory
- 4.2.4. Office Manager and IT Support assist with questions from inspectors on new hardware/software
- 4.2.5. Office Manager coordinates timing of distribution of any other equipment so that it can be distributed collectively to all inspectors.
- 4.2.6. End of procedure

Case 2: Purchase new cell phones

4.3. Trigger

This procedure is triggered when bureau staff have need of new cell phones cell phone accessories.

4.4. Primary Procedure - Order cell phones and related items

- 4.4.1. Office Manager works with bureau staff to determine any cell phone, tablet and related items that are needed for office as well as for field inspectors/supervisors

- 4.4.2. Office Manager emails a request to the Verizon representative
- 4.4.3. As needed, Office Manager contacts the Verizon representative for answers to questions on updated equipment
- 4.4.4. Office Manager maintains information on cell phones currently in use and related contracts in the EADB cell phone inventory list
- 4.4.5. Note: Ordering information (for online or Verizon representative orders) includes:
 - 4.4.5.1. All phones are ordered in Raleigh area code
 - 4.4.5.2. Department Code: 1102232000000000
 - 4.4.5.3. Department: DOL
 - 4.4.5.4. User Name: <User of the phone>
 - 4.4.5.5. Mobile Telephone Number: specific phone number
 - 4.4.5.6. Equipment: <Specific type of phone>
 - 4.4.5.7. Supervisor's Name: Bureau Chief
 - 4.4.5.8. Supervisor's Phone Number: Bureau Chief current office phone number
 - 4.4.5.9. Supervisor's E-mail: Bureau Chief current email address
 - 4.4.5.10. Requestor's Name: Office Manager
 - 4.4.5.11. Requestor's Phone Number: Office Manager current office phone number
 - 4.4.5.12. Requestor's Fax Number: 919-807-2777
 - 4.4.5.13. Requestor's E-mail: Office Manager current email address
 - 4.4.5.14. Ship to Address: Bureau staff member's home address
 - 4.4.5.14.1. Order and ship replacement phones, accessories, etc. to home address of Bureau staff for faster receipt
- 4.4.6. Office Manager emails order processing at wfmgovernmentaccountsupport@verizonwireless.com for order related requests
- 4.4.7. Office Manager assists bureau staff with any problems with equipment or else directs them to call Verizon technical support
- 4.4.8. Office Manager tracks all IMEI numbers for bureau cell phones in a spreadsheet. Data include:
 - 4.4.8.1. Staff member name
 - 4.4.8.2. Staff member phone number
 - 4.4.8.3. Staff member IMEI number in their Verizon My Documents (Office Manager requests this number from inspector on receipt of phone.)
- 4.4.9. End of procedure

4.5. Exception Procedure – Receipt of incorrect or damaged items

- 4.5.1. When a Bureau staff member receives incorrect or damaged phone equipment from Verizon, they must return it to Verizon within 5 days with the return label (USPS or

FedEx) for credit to the bureau. If not returned, the bureau must pay full price for that particular phone.

4.5.2. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Bureau staff	<ul style="list-style-type: none">• Computing and phone equipment are available as needed;• Support on use of computer and phone equipment is available;• Replacement for damaged or obsolete equipment is available.
Verizon	<ul style="list-style-type: none">• Phone bills are paid in a timely manner.

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

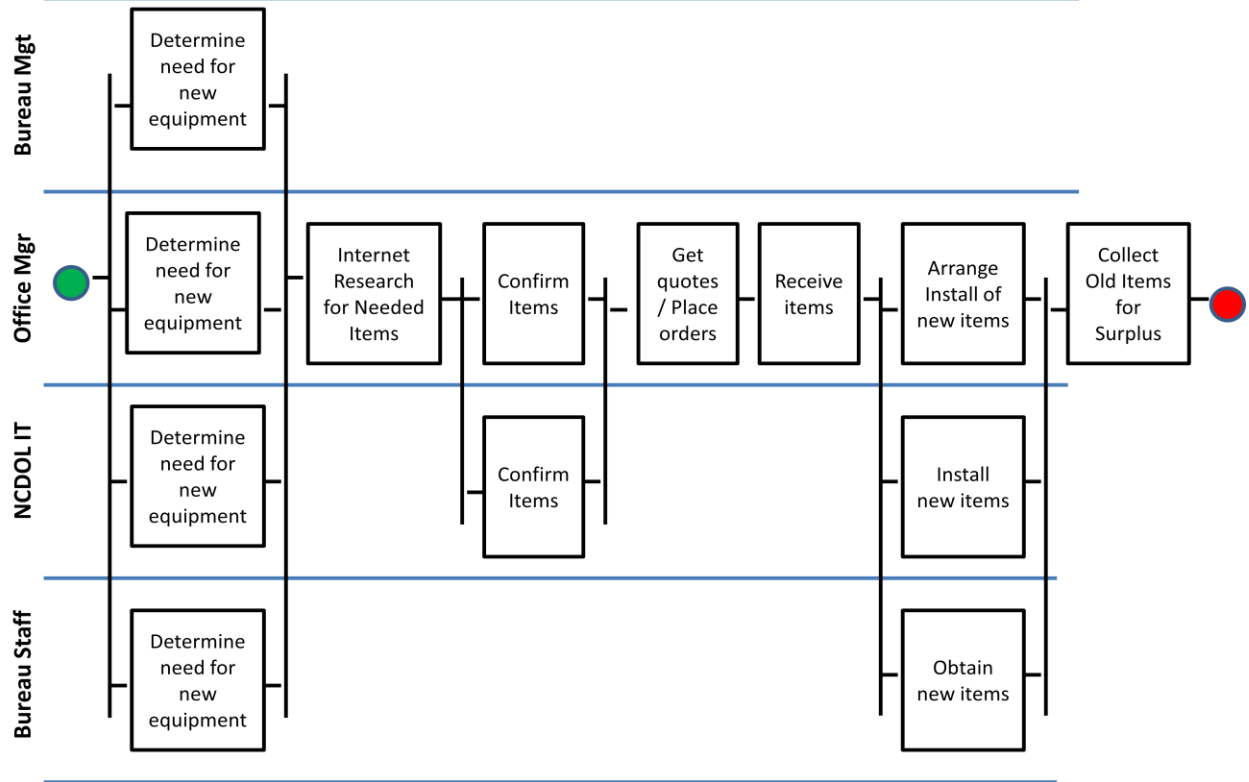
6.2.1. Bureau Office Manager maintains cell phone and cell phone user information

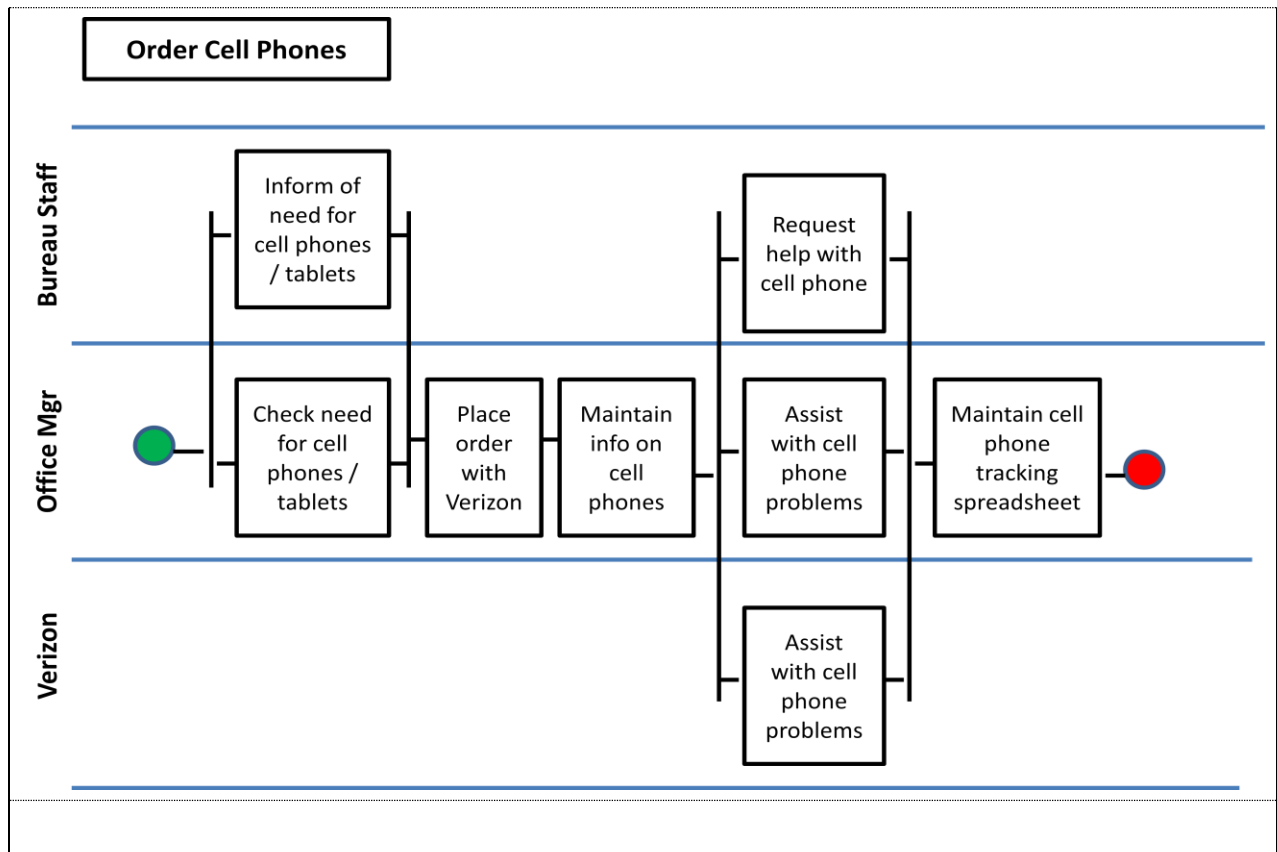
6.2.2. Office Manager keeps monthly summary pages of phone bill (paper) in a desk file

6.2.3. Office Manager keeps the download of the detailed monthly phone bill on local hard drive in the My Documents\Telephone Bills folder using the filename format "month year.docx"

Office Manager Manages Computers and Phones

Computer Equipment – Not Laptops





7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.