

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology		Statewide Telecommunications and Network Division
Category: <b>Introduction</b>	Chapter Title: <b>State Telecommunications Management Manual</b>	Chapter Number: <b>0100.0</b>

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## PURPOSE

The State Telecommunications Management Manual (STMM) provides state telecommunications policies and procedures based on Government Code (GC) Section [11534-11543](#) and content guidelines. GC Section [11534-11543](#) outlines only relevant laws, restrictions and policies and emphasizes identifiable “best practices”. Separate procedure manuals are now used by offices that require more detailed guidelines and information. The anticipated result of these guidelines is to:

- Establish state administrative policies that assist agencies in fulfilling their mission,
- Empower state employees to provide excellent customer services while providing the best value for public dollars, and
- Significantly improve the quality, efficiency, and effectiveness of state government.

The STMM provides guidelines, directives, procedures and service information to assist the state agency telecommunications management function in implementing and complying with GC Section [11534-11543](#).

## POLICIES AND DIRECTIVES

All policy statements are based on or taken from GC Section [11534-11543](#).

## STMM STRUCTURE

The STMM is structured in a topical format by subject or category. The specific structure contains subsections, called chapters, for each category. The Introduction category includes a reference guide chapter that lists Department of Technology, Statewide Telecommunications and Network Division (STND) contact information. Forms appear in the Forms chapter. All standard (STD.) forms contained in the STMM are copies and are provided only for reference purposes. Acquire original copies of standard state forms through the Department of General Services (DGS), Office of State Publishing, Forms Management Center or online at [www.osp.dgs.ca.gov](http://www.osp.dgs.ca.gov) Agencies may utilize and submit

any of the other forms included in this manual. Each chapter heading indicates the date originally issued and date of last revision.

## **STMM MAINTENANCE**

The quick index, table of contents, topic categories and reference glossary will be reviewed at least annually to insure information is correct, relevant, and not in contradiction with any other section of the STMM. Revised chapters will be published and posted on the California Department of Technology – Statewide telecommunications Network Division web page at [California Department of Technology/STND](#) under Customer Resources.