

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

Category	Chapter Title	Chapter Number
Agency Telecommunications Management	Chief Agency Telecommunications Representative (ATR) Responsibilities	0300.0

PURPOSE

Define the roles and responsibilities of the Chief Agency Telecommunications Representative (CATR) and the Agency Telecommunications Representatives (ATR).

POLICY

Each State agency should designate one CATR. The CATR assists the California Department of Technology–CALNET Program (CALNET) in the management of telecommunications and network services, and provides a single point of contact to CALNET on telecommunications-related matters. The CATR may appoint one or more ATR(s) to assist in the day-to-day telecommunications activities of their agency.

RESPONSIBILITIES

CATR (One Per Agency):

- Is at the supervisor/manager level or above.
- Is the primary point of contact with CALNET for agency telecommunications matters.
- Must register with CALNET by completing a [CATR/ATR Designation Form \(CDT-965\)](#). This registration provides authority to act as the primary contact with CALNET, approve the purchase of telecommunications products and services by the CATR, and as applicable, ATRs. These purchases are made through the telecommunications [Service Request form \(STD. 20\)](#), and [Purchasing Authority Purchase Order \(STD. 65\)](#).
- Coordinates with the ATRs to develop agency/local telecommunications policies and procedures in compliance with state law and policy.
- Provides oversight for and has knowledge of agency telecommunications functions and has the ability to make or elevate telecommunications-related decisions on behalf of the entire agency.
- Coordinates and communicates the resolution of significant telecommunications issues with field offices, districts, boards, etc.,
- Disseminates critical and time-sensitive telecommunications information, including [CALNET Notifications](#) and State Telecommunications Management Manual ([STMM](#)) updates to management, ATRs and other impacted entities.

- Helps ensure that state policy implementation or CALNET requests for information are completed.
- Includes CALNET in the planning of major projects that will require support.
- Oversees and follows established STMM guidelines and procedures.
- May also perform some ATR duties.

ATR(S) (Agency Designates As Many As Needed):

- Performs the day-to-day telecommunications activities for an agency or sub-unit of an agency.
- The ATR has the authority to act as a contact with CALNET, and to approve the purchase of telecommunications products and services through the STD. 20 process.
- Completes, signs, and submits STD. 20s and STD. 65s per state policy and procedures to order telecommunications products and services. Per agency processes, reviews, edits, approves, and signs STD. 20s and telecommunications- related STD. 65s prepared by other agency personnel. Coordinates and submits these orders to vendors.
- Coordinates with the CATR as needed to share information; implement state policy; respond to CALNET action/information requests; resolve telecommunications issues; and develop local policy and procedures based on state law and policy.
- Reviews and follows up on agency-initiated telecommunications requests, and implements services in compliance with STMM, ATR Bulletins and established agency policies, procedures, and plans.
- Keeps management and staff informed of policy changes, new service offerings, and current procedures and developments pertaining to telecommunications services.
- May arrange for repair and maintenance of telecommunications systems. Maintains timely and accurate systems and service records.
- Monitors telecommunications services for appropriate and cost-effective use. (With the CATR, establishes processes to maintain systems security, including identifying and reporting fraud and abuse of telephones to management.)
- Should be familiar with and adhere to established STMM guidelines and procedures.
- Arranges to obtain training for staff on telecommunications products and services per the agency policy/procedures.

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- Acts as liaison with CATR/ATRs, and is an active resource to provide information and assistance.
- Oversees and maintains a database with CATR/ATR information for the purpose of communicating telecommunications-related law and policy changes and updated information.