



ADMINISTRATIVE POLICIES
AND PROCEDURES
State of Tennessee
Department of Correction

Index #: 109.09

Page 1 of 5

Effective Date: May 15, 2014

Distribution: A

Supersedes: 109.09 (9/15/10)

Approved by: Derrick D. Schofield

Subject: USE OF VIDEOCONFERENCING EQUIPMENT

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606, and TCA 10-7-302.
- II. PURPOSE: To standardize the set up of videoconferencing (VC) equipment and rooms.
- III. APPLICATION: To all Tennessee Department of Correction (TDOC) employees and users of videoconferencing.
- IV. DEFINITIONS:
 - A. Bridge: Electronic equipment maintained by Office of Information Resources (OIR) that allows multiple sites to link up videoconferencing simultaneously.
 - B. Multi-point Meeting: Any conference with more than two rooms involved.
 - C. Outlook: Messaging software from Microsoft that provides a universal means of calendaring, group scheduling, task management and e-mail.
 - D. Point-to-Point Meeting: A meeting from one institution or TDOC site to another.
 - E. Telecourt: Teleconferencing system utilized to connect offenders to courts and/or attorneys for conferencing without having to transport the offender from secure confinement.
 - F. Videoconferencing Facilitator (VF): A staff person designated by the Warden or site administrator as having the responsibility of coordinating the use of the videoconferencing equipment. The BI-Tech-Central-Office group located within the Management Information Systems (MIS) division is responsible for this coordination in Central Office.
- V. POLICY: Videoconferencing equipment and rooms in all TDOC facilities, Central Office, and the Academy will be scheduled and set up in accordance with procedures established herein.
- VI. PROCEDURES:
 - A. Scheduling of Videoconferences
 1. In order to establish a videoconferencing meeting, the user must schedule both the room and the video equipment through the appropriate Outlook accounts. All appointments (regardless of purpose and targeted audience) for video conferencing rooms and video equipment must be scheduled on the Outlook calendar. For example, a user at Charles Bass Correctional Complex (CBCX) would need to set-up an appointment with both "BI-CBCX-Video", for the equipment and "BI-CBCX-ParRm", for the room. If videoconferencing equipment is not desired, every anticipated use of the rooms must still be scheduled in this manner.

Effective Date: May 15, 2014	Index # 109.09	Page 2 of 5
Subject: USE OF VIDEOCONFERENCING EQUIPMENT		

2. After a meeting has been scheduled, the VC site facilitator and the appropriate MIS staff will automatically receive notification of the scheduling. If the user is scheduling a video conference that will require a bridge, the meeting scheduler is responsible for scheduling the virtual meeting room in Outlook, and emailing participants with the appropriate bridge number to call. The available virtual bridge meeting rooms are: BI-Teleconference-8 with eight participants and number 253-9890; and BI-Teleconference-15 with 15 participants and number 253-9891.
3. If a conflict exists, the Outlook appointment system will notify the requester. (Conflicts can exist whenever the equipment and/or room have been scheduled for overlapping time periods). If a requestor of an appointment receives notification of a conflict, he/she will need to select another time or resolve the conflict with the original scheduler.

B. Usage of Videoconferencing Equipment

1. The VC site facilitator will ensure that equipment operating instructions include current contact information for both the site coordinator and the Information Technology Systems (ITS) support staff and that these instructions are prominently posted in the vicinity of the VC equipment.
 2. If a multi-point meeting (three or more sites) or a connection with a party outside the TDOC is desired, the VC site facilitator will perform an equipment check prior to the requested conference time. When scheduling a multi-point meeting, the VC site facilitator shall ensure that the rooms and equipment have been reserved at all included TDOC sites.
 3. To initiate a point-to-point videoconferencing connection, one site facilitator will select the telephone number for the other site from the onscreen address book and dial the number. The VC site facilitator shall conduct equipment and communication checks including calling the involved sites in advance of the scheduled start of the meeting to make sure that the equipment is activated. If special assistance is needed, the requestor needs to include this information in the comments sections of the Outlook appointment when scheduling the equipment.
 4. Not all recorded video material is compatible with the available VC equipment. The user should test his/her recorded video material on the equipment that will be used in advance of the intended use. If the video material is found to be incompatible, MIS may be able to assist by providing a workable interface. Advanced notice is required to provide this assistance.
- C. The sites and locations of videoconferencing equipment are as follows and please note the lower and upper cases, punctuation, and abbreviations of each Outlook listing:

Effective Date: May 15, 2014	Index # 109.09	Page 3 of 5
Subject: USE OF VIDEO-CONFERENCING EQUIPMENT		

<u>Site</u>	<u>Outlook</u>	<u>Location</u>
CO	BI-RJB 4-5th Fl Video	RJB 4 ⁵ th Floor
CO	BI-RJB_Ground_Fl_Video	RJB Ground Floor
BCCX S1	BI-BCCX_S1-Video-AdmConfRm	Bld A Conf Room
BCCX S1	BI-BCCX_S1-Video-MusterRm	Bld A Muster Room
BCCX S1	BI-BCCX_S1-Video-Parole	Bld B Parole Room
BCCX S1	BI-BCCX_S1-Video-Telecourt	Bld B Visitation
BCCX S2	BI-BCCX_S2-Video-CommandPost	Bld O Command
BCCX S2	BI-BCCX_S2-Video-Medical	Bld B2 Clinic
BCCX S2	BI-BCCX_S2-Video-Parole_Telecourt	Bld B2 Parole
CBCX	BI-CBCX-Video-Medical	Bld B Clinic
CBCX	BI-CBCX-Video-ParoleRm	Bld B Parole Room
CBCX	BI-CBCX-Video-Telecourt	Bld B Visitation
DSNF	BI-DSNF-Video-Medical	Bld 9 Operating suite
DSNF	BI-DSNF-Video-MedicalConfRm	Bld 9 Medical Conference
DSNF	BI-DSNF-Video-Parole	Bld B Parole
DSNF	BI-DSNF-Video-Telecourt	Bld B Parole
DSNF	BI-DSNF-Video-Training	Bld A Muster Room
HCCF	BI-HCCF-Video	Parole Room
HCCF	BI-HCCF-Video-Telecourt	Visitation
MCCC	BI-MCCC-Video-Admin	Bld A Conference Room
MCCC	BI-MCCC-Video-Medical	Bld C Medical
MCCC	BI-MCCC-Video-Muster	Bld A Muster Room
MCCC	BI-MCCC-Video-Parole	Bld B Parole Room
MLCC	BI-MLCC-Video-Medical	Medical
MLCC	BI-MLRC-Video-Parole	Parole Room
MLCC	BI-MLCC-Video-Telecourt	Visitation
NECX	BI-NECX-Video-Medical	Bld C Medical
NECX	BI-NECX-Video-ParoleRm	Bld B Parole Room
NECX	BI-NECX-Video-Telecourt	Bld B Visitation
NECX	BI-NECX-Video-Training	Training
NWCX Main	BI-NWCX-M-Video-Medical	Bld C Medical
NWCX Main	BI-NWCX-M-Video-Parole	Bld B Parole
NWCX Main	BI-NWCX-M-Video-Telecourt	Bld B Operations hallway
NWCX Annex	BI-NWCX-A-Training	Trainin g Bld
NWCX Annex	BI-NWCX-A-Video-ParoleRm	B2 Parole
RMSI	BI-RMSI-Video-Admin	A Bld Muster Room
RMSI	BI-RMSI-Video-Medical	C Bld Medical
RMSI	BI-RMSI-Video-ParoleRm	B Bld Visitation
RMSI	BI-RMSI-Video-Telecourt	B Bld Operations hallway
SCCF	BI-SCCF-Video	Visitation
SCCF	BI-SCCF-Video-Telecourt	Visitation
TCA	BI-TCA-Video	Classroom
TCIX S1	BI-TCIX-Video-Medical	Bld B Medical
TCIX S1	BI-TCIX-Video-ParoleRm	Bld B Parole
TCIX S1	BI-TCIX-Video-Telecourt	Bld B Visitation
TCIX S2	BI-TCIX-A-Video	General Purpose room
TPFW	BI-TPFW-Video-Medical	Medical
TPFW	BI-TPFW-Video-ParoleRm	Parole room

Effective Date: May 15, 2014	Index # 109.09	Page 4 of 5
Subject: USE OF VIDEO-CONFERENCING EQUIPMENT		

<u>Site</u>	<u>Outlook</u>	<u>Location</u>
TPFW	BI-TPFW-Video-Telecourt	Visitation
WCFA	BI-WCFA-Telecourt	Visitation
WCFA	BI-WCFA-Video	Visitation
WTSP S1	BI-WTSP-S1-Video	Training Bld
WTSP S2	BI-WTSP-S2-Video-Medical	Medical Bld
WTSP S2	BI-WTSP-S2-Video-Parole	Visitation
WTSP S2	BI-WTSP-S2-Video-Telecourt	Bld B Operations Hallway
WTSP S3	BI-WTSP-S3-Video-Medical	Medical Bld
WTSP S3	BI-WTSP-S3-Video-Parole	Parole room

- D. Videoconferencing activities conducted within designated Administration rooms that are located outside the secure compound of the facility, shall be used only for staff purposes and in accordance with procedures established within Sections VI.(A and B) of this policy.
- E. Pilot Project - Attorneys: An arrangement between the TDOC and Courts to schedule and conduct video arraignments and/or attorney/client sessions at any TDOC facility. Videoconferencing scheduling for these purposes shall be as follows:
1. The attorney of record or judge shall contact the TDOC Director of Classification/designee regarding the videoconferencing request.
 2. After following procedures in Section VI.(A)(1), the Director of Classification/designee will either confirm the videoconferencing date, time, and location with the requestor or advise there is no availability.
 3. Once the videoconference has been scheduled, an automatic e-mail will be generated via Outlook. This e-mail correspondence will be sent to the Warden and secretary, Associate Warden and secretary, ITS staff, MIS staff, and other facility staff as designated by the Warden. Each Warden shall notify the Director of Information Systems as to the names and position titles of any additionally designated staff.
 4. Upon receipt of the automatic e-mail, the Warden/designee shall notify all applicable staff and ensure that the inmate will be made available for the videoconferencing appointment. When making the inmate available for the appointment, staff shall use the security and custodial procedures as established by departmental policies.
 5. The VC site facilitator shall conduct equipment and communication checks in advance of the scheduled start of the meeting to make sure that the equipment is functioning. This check will consist of dialing another TDOC site to ensure that the connection can be established. If the equipment is not functioning, the facilitator shall notify ITS staff.

Subject: USE OF VIDEO-CONFERENCING EQUIPMENT

6. TDOC equipment designated as TeleCourt shall be utilized for this pilot project. Medical videoconferencing rooms shall not be utilized for these purposes.
7. Any videoconferencing requests that are submitted directly to any TDOC facility under this pilot project will be rejected.

VII. ACA STANDARDS: 4-4080 and 2-CO-1E-01.

VIII. EXPIRATION DATE: May 15, 2017.

 <p style="text-align: center;"> ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction </p>	Index #: 109.09	Page 1 of 1
	Effective Date: July 15, 2014	
	Distribution: A	
	Supersedes: N/A	
Approved by: Derrick D. Schofield		
Subject: USE OF VIDEOCONFERENCING EQUIPMENT		

POLICY CHANGE NOTICE 14-26

INSTRUCTIONS:

Please change Section VI.(A)(1), first sentence to read as follows:

- “1. In order to establish a videoconferencing meeting the user shall schedule both the room and the video equipment through the appropriate Outlook accounts.”

Please change Section VI.(E)(1,4, and 6) to read as follows:

- “E. Attorneys: an arrangement between the TDOC and Courts to schedule and conduct video arraignments and/or attorney/client sessions at any TDOC facility. Video conferencing scheduling for these purposes shall be as follows:
- “1 The attorney of record or Judge shall contact the TDOC Director of Classification/designee regarding the videoconferencing request. Video conferences shall be scheduled between the hours of 8AM-4PM CST and 8AM-4PM EST.
 4. Upon receipt of the automatic e-mail, the Warden/designee shall notify all applicable staff and ensure that the inmate will be made available for the videoconference appointment. When making the inmate available for the appointment, staff shall use the security and custodial procedures as established by departmental policies. Inmates who are in place at the appointed time but fail to connect within 30 minutes are to return to their designated location.
 6. TDOC equipment designated as TeleCourt shall be utilized for this project. Medical videoconferencing rooms shall not be utilized for these purposes unless the scheduled appointment has a health/mental health connection.”