

MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

Subject: Submission of Changes to the Commonwealth Telephone Directory

Number: 240.7 Amended

Date:

August 18, 2008

By Direction of:



James P. Creedon, Secretary of General Services

Contact Agency:

Department of General Services, Bureau of Publications, Telephone 717-704-1029

This directive contains procedures for submitting current agency information to the Department of General Services to update the Commonwealth Telephone Directory as well as Commonwealth Information Center directory assistance. Minor changes are identified with marginal dots.

- 1. PURPOSE.** To establish submission procedures for changes to agency listings in the Commonwealth Telephone Directory. This information is also used to populate the Department of General Services, Commonwealth Information Center's (CIC) database used as a directory to assist and direct callers.
- 2. SCOPE.** This directive applies to all departments, boards, and commissions listed in the Commonwealth Telephone Directory. Agencies not under the Governor's jurisdiction are encouraged to comply with this directive to facilitate maintenance of a directory database.
- 3. OBJECTIVES.**
 - a.** Facilitate the gathering of updates to agency listings in the Commonwealth Telephone Directory in a timely manner.
 - b.** Update database used by CIC for directory assistance.
- 4. DEFINITIONS.** The following words or terms, when used in this directive, shall have the following meanings:
 - a. Directory.** Commonwealth Telephone Directory.
 - b. Agency Listing.** The section of the Commonwealth Telephone Directory organized by agency name, and displaying organizational and functional descriptions, location and telephone numbers.

- c. **Alphabetical Listing.** The section of the Commonwealth Directory displaying an alphabetical listing of employee names, locations, and telephone numbers.
- d. **Editor.** The Editor of the Commonwealth Telephone Directory located in the Department of General Services, Bureau of Publications.
- e. **Agency Telephone Directory Coordinator.** Individual authorized by the agency head to act as liaison between the agency and the Editor.

5. **POLICY.** *Section 2406 of The Administrative Code of 1929, as amended.*

6. **RESPONSIBILITIES.**

a. **Each Agency Head shall:**

- (1) Designate an Agency Telephone Directory Coordinator to provide current agency information for updating the Directory and serve as liaison between the agency and the Editor. The name, address, and telephone number of the Agency Telephone Directory Coordinator should be submitted to:

Editor, Commonwealth Telephone Directory
Department of General Services
Bureau of Publications
1650 Bobali Drive
Harrisburg, PA 17104
RA-comteldir@state.pa.us

- (2) Ensure that all changes to agency information are reported to the Agency Telephone Directory Coordinator. This includes Agency Listings, Alphabetical Listings, and Miscellaneous information located at the beginning of the Directory.

b. **Agency Telephone Directory Coordinators shall:**

- (1) Coordinate major changes to the Directory prior to production with listings provided by the Editor.
- (2) Submit changes to the Directory on a periodic basis as established by the Editor. The purpose of regular updates is to reduce pre-production editing, enable more current versions of the Directory to be posted on the internet, and ensure the accuracy of the CIC's directory assistance database.

c. **Editor of the Commonwealth Telephone Directory shall:**

- (1) Communicate necessary matters concerning the Directory with Agency Telephone Directory Coordinators.
- (2) Establish a schedule for Agency Telephone Directory Coordinators to submit updates.
- (3) Review and process changes to the Directory submitted by Agency Telephone Directory Coordinators.
- (4) Forward all updates to the CIC in a timely manner.

- (5) Post periodic updates to the online Directory.
- (6) Issue announcement (s) of periodic online Directory updates.
- (7) Coordinate the layout, design, proofreading, publishing and printing of the Directory.
- (8) Coordinate the issuance of an Administrative Circular announcing the availability of the printed issue of the Directory for purchase by state agencies and the general public.

7. PROCEDURES.

- a. The following criteria shall apply to the preparation of the Agency Listing section of the Directory:
 - (1) Functions below Division Chief are to be listed by titles (no employee names), location and telephone number only, unless the Agency Telephone Directory Coordinator determines that such names are an integral part of the agency's listing and should appear in the Directory to facilitate telephone communication. Listings should be kept concise.
 - (2) Titles such as "Secretary to" and names of employees in such positions are not to be included in the Directory.
 - (3) Reference to "Commonwealth,", "Pennsylvania,", "State," or "Department" are not to be used in Directory listings unless such reference is mandated by law or in an official title approved by the Executive Board or other authority.
 - (4) Telephone numbers for frequently requested offices or services, such as Human Resources, General Information, Press Office, or Telecommunications, may precede the Agency Listing for each agency.
- b. The following criteria shall apply to the preparation of the Alphabetical Listing section of the Directory:
 - (1) Names of Division Chiefs and above are to be listed in the Alphabetical Listing. Agency Telephone Directory Coordinators may include additional names if the employees are deemed to be an integral part of agency operations and should appear in the Directory to facilitate telephone communication.
 - (2) For employees not located in the Capitol complex or a state office building, a mailing address should be entered for location. In such instances, use an abbreviated address or an address reasonably close to the one used in the Agency Listing for the employee's area.
- c. The Department of General Services, Bureau of Publications will maintain a website,
<http://www.portal.state.pa.us/portal/server.pt?open=512&objID=1295&&SortOrder=40&level=3&parentid=1291&css=L3&mode=2> to be used by Agency Telephone Directory Coordinators to obtain information to update the Directory. The website will post:
 - (1) A complete list of current Agency Telephone Directory Coordinators.

- (2) Procedures for submitting updates to the Directory.
 - (3) An online publication of the Directory.
 - (4) Periodic deadlines for publishing changes to the online Directory.
 - (5) The annual deadline for publishing changes to the printed issue of the Directory.
- d. Questions concerning the Directory should to be directed to:

Editor, Commonwealth Telephone Directory
Bureau of Publications
1650 Bobali Drive
Harrisburg, PA 17104
RA-comteldir@state.pa.us
Telephone: (717) 704-1029

This directive replaces, in its entirety, *Management Directive 240.7* dated April 6, 2006.