**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

### **H.A-7 Communication Systems Management**

## **System Requirements**

**COMMUNICATION SYSTEM SPECIFICATIONS**

Hardware Requirements:

* Multi-line phone system
* Backup power supply
* Recording equipment
* Headsets
* Emergency phones

Software Requirements:

* Call management system
* Recording software
* Data encryption
* Backup systems
* Analytics tools

Network Requirements:

* Dedicated lines
* Backup internet
* Secure VPN
* Firewall protection
* Remote access capability

**SYSTEM MAINTENANCE CHECKLIST**

Daily Checks:

* Line testing
* Recording system
* Backup status
* Security alerts
* System performance

Weekly Maintenance:

* Software updates
* Security patches
* Backup verification
* Performance review
* Issue resolution

Monthly Tasks:

* Full system test
* Data cleanup
* Security audit
* Equipment check
* Report generation