1. **Scope**

All organisational voicemail services are subject to this instruction.

1. **Responsibilities**

All employees/staff, sub-contractors or temporary employees/staff who have a voicemail facility are subject to this instruction.

The Communications Manager is responsible for the configuration of the organisational telecoms services.

**Work Instruction**

* 1. Voicemail messages must not provide information that might enable a potential miscreant to identify the period or nature of the voicemail owner’s absence (such as being on holiday). They must simply say that the recipient is not available, provide an alternative contact, and ask for a name and number to be left so that the call can be returned.
  2. Voicemail should be used at the desk phone level, so that all company messages are held securely here and not on personal phone voicemail
  3. Voicemail messages may not include any information that might be classified as either confidential or restricted.
  4. The voicemail system has a standard statement to callers that tells them not to leave confidential information on the voicemail system.
  5. Voicemail passwords must be individualised and changed on a regular basis to reduce the possibility of unauthorised messages being created.
  6. The procedure for setting voicemail messages is detailed in the Vonage Business phone settings ap on you PC

***Document Owner Approval***

The IT Manager is the owner of this document and is responsible for ensuring that this work instruction is reviewed in line with the review requirements of the ISMS.

A current version of this document is available to all members of staff on the corporate intranet.

This work instruction was approved by the Chief Information Security Officer (CISO (DIRECTOR)) on 14th November 2020 and is issued on a version-controlled basis under his/her signature.

Signature: Date: 14/11/2020

**Change History Record**

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| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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