



Alaska Land Mobile Radio Communications System

Roles and Responsibilities

Version 8

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Acronyms and Definitions

Alaska Federal Executive Association (AFEA): federal government entities, agencies and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the State of Alaska Telecommunications System (SATS), as established in the Cooperative and Mutual Aid Agreement.

Alaska Municipal League: a voluntary non-profit organization in Alaska that represents member local governments.

Change Control Board (CCB): includes representatives from each of the major stakeholders who evaluate requested changes to the ALMR System, and identify possible impacts and the risks associated with them.

Change Control Board Chair (CCBC): the designated lead of the CCB. Reviews Change Requests for complete details and presents to the CCB for consideration.

Change Request (CR): process by which System changes can be identified to correct existing problems or suggest improvements, identifies how the change will affect the System (benefits/ risks), and the requirements to implement the change.

Cooperative and Mutual Aid Agreement: the instrument that establishes ALMR and sets out the terms and conditions by which the system will be governed, managed, operated and modified by the Parties signing the Agreement.

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern Command.

Executive Council: the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Federal Non-DOD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

Help Desk: where repair, maintenance and programming issues/problems are reported; assigned under the ALMR System Manager.



Information Assurance (IA): information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

Member: a public safety agency including, but not limited to, a general government agency (local, state or federal), its authorized employees and personnel (paid or volunteer), and its service provider, participating in and using the System under a Membership Agreement.

Municipality of Anchorage (MOA): the MOA covers 1,951 square miles with a population of 300,000 plus. The MOA stretches from Portage, at the southern border, to Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

Operations Manager: the Operations Manager represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement.

Operations Management Office (OMO): develops recommendations for policy, procedures, and guidelines; identify technologies and standards; and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

Party/Parties: one or more Parties who have signed the Agreement. The Parties to the agreement are: Department of Defense - Alaska, the Federal Executive Association of Alaska, the State of Alaska Department of Administration's commissioner or commissioner's designee, respectively or collectively.

PSWN: Public Safety Wireless Network

Risk Management Framework (RMF) for DoD Information Technology (IT): A structured approach used to oversee and manage risk for an enterprise. The program and supporting processes to manage information security risk to organizational operations (including mission, functions, image, reputation), organizational assets, individuals, other organizations, and the Nation, and includes: (i) establishing the context for risk-related activities; (ii) assessing risk; (iii) responding to risk once determined; and (iv) monitoring risk over time. Requires the completion of the



Assessment and Authorization (A&A), formerly certification and accreditation (C&A), process which results in an Authorization Decision (AD). The system must be reauthorized no later than every three (3) years.

SAFECOM: a communications program of the Department of Homeland Security that provides research, development, testing and evaluation, guidance, tools, and templates on interoperable communications-related issues to local, tribal, state, and federal emergency response agencies.

Service Level Agreement (SLA): outlines the operations and maintenance services as required by the User Council membership for the sustainment and operation of the ALMR infrastructure. The performance metrics contained in the SLA describes the maintenance standards for the ALMR system infrastructure. ALMR cost share services are also outlined in the SLA.

State of Alaska (SOA): the primary maintainer of the SATS (the State's microwave system), and shared owner of the System.

State of Alaska Telecommunications Systems (SATS): the State of Alaska statewide telecommunications system microwave network.

Subject Matter Expert (SME): individuals within or outside of ALMR who provide technical consultation

System Management Office (SMO): the team of specialists responsible for management of maintenance and operations of the System.

User/Member: an agency, person, group, organization or other entity which has an existing written Membership Agreement to operate on ALMR with one of the Parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable.

User Council: the User Council is responsible for recommending all operational and maintenance decisions affecting the System. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management oversight and operations of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.



1.0 Purpose

The purpose of this document is to provide the definition and description of the roles, responsibilities, principal tasks and accountabilities for significant positions with input, oversight and stakeholder roles in the Alaska Land Mobile Radio (ALMR) Communications System.

2.0 Overview

One of the key practices identified by SAFECOM is the clear identification of roles and the delineation of responsibilities for a shared radio system's life cycle. To be effective, these roles and responsibilities must be clearly defined, understood and accepted. A key component in developing this understanding and acceptance is the clear documentation of these roles and responsibilities.

3.0 Roles and Responsibilities

The roles and responsibilities in this document are provided as a high-level overview and have been extracted from the ALMR Cooperative and Mutual Aid Agreement, the Executive Council Charter, the User Council Charter, the Operations Management Customer Support Plan, the System Management Customer Support Plan and the previous roles and responsibilities strawman document, and consolidated to provide a single location for governing bodies/offices to refer to.

3.1 Executive Council

3.1.1 Under the Cooperative and Mutual Aid Agreement:

Article 6, § 1. The System shall be managed as a consortium, under the authority and oversight of the Executive Council.

Article 8, § 4. The Executive Council will approve the appointment of members to the User Council.

3.1.2 Under the Executive Council Charter:

Article I, §3. The Executive Council will be dedicated to assessing, assembling and consolidating requirements, drafting and submitting consolidated plans, agreements, budget actions, program management, cooperative purchasing agreements and procurement actions to provide a common interoperable and cost effective Project 25/TIA 102-A standards based statewide shared LMR infrastructure that is compliant with federal, state and local regulatory guidance and is responsive to mission needs of all participating agencies in the State of Alaska.



Article II, §2. The ALMR Executive Council will define, develop and coordinate an implementation, migration, operations, maintenance and management plan to provide a cost shared LMR Project 25/TIA102-A standards based communications trunked and conventional infrastructure encompassing participating federal, state, municipal, and tribal entity users within the State of Alaska.

Article II, §3. The ALMR Executive Council will act as the State's Interoperability Executive Committee.¹

Article II, §3. The Executive Council will provide the administrative oversight and management of radio spectrum assets supporting public safety mutual aid, task force and incident command response interoperability needs.

Article II, §3. The ALMR Executive Council will administer and manage a statewide interoperability plan for all public safety spectrum.

Article II, §3. The Executive Council will foster and ensure interoperability among federal, state and local public safety agencies engaged in day-to-day, mutual aid and task force interoperability, as well as provide for standardized incident command communications protocols during intra-agency responses to natural and man-made disasters and homeland defense task force operations within the state.

Article III, §2.1. The Executive Council shall have voice and vote and will administer meetings and other proceedings as pertains to the goals of this charter.

3.2 User Council

3.2.1 Under the Cooperative and Mutual Aid Agreement:

Article 7, § 1. The User Council is responsible for making all O&M decisions affecting the System, including those governing day-to-day operations, and for fulfilling other duties and tasks as set out in the Agreement.

Article 7, § 2. Prior to the entire System having been committed to sustained O&M solely by the users, the User Council functioned with the dual purpose of administering the sustained O&M portions of the System and assisting and advising the Joint Project Management Team on transition, operations, maintenance and management of the operational portions of the System during the implementation phases of the System build out.

¹ Federal members of the ALMR Executive Council serve as liaisons to the State's Interoperability Executive Committee (SIEC) and are not members of the SIEC and do not have any management authority or responsibility for the activities of the SIEC. Federal liaisons may advise the SIEC on Federal policies and represent the Federal government in discussions about matters of mutual interest. However, statements made or opinions expressed by liaisons in those discussions do not bind the Federal government or its agencies to any action



Article 7, § 3. The User Council shall adopt a written charter stating its purposes, goals, objectives, duties and responsibilities in managing, operating and maintaining the System.

Article 7, § 3. The User Council also shall adopt written operating procedures and written administrative procedures pursuant to said charter.

Article 7, § 4. Membership of the User Council will consist of one representative with voice and voting privileges from each agency or organizational entity participating in/using the services of the System, plus one or more at-large members (voice but no vote) as determined by the Executive Council.

Article 7, § 7. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of System design and approval of all proposed modifications to System design, including performance standards, modifications to approved performance standards, extensions and expansions of the System, addition of users to the System and addition of new Parties to the Cooperative Agreement.

Article 7, § 8. The User Council shall be responsible for providing recommendations to the Executive Council regarding the adoption of System O&M standards, which at a minimum shall include: a) identification of minimum technical standards for the System equipment and subscriber units; b) identification of protocols for the modification of talk group assignments and their usage; c) identification of minimum periodic maintenance standards and schedules for System equipment; d) identification of problem reporting and resolution practices for System equipment; and e) identification of security standards, policies and procedures.

Article 7, § 9. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of the terms and conditions of access of any user of the System and the approval of user agreements.

Article 7, § 10. The User Council shall be responsible for conducting the dispute resolution process set out in the Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

Article 7, § 11. The User Council shall be responsible for investigating any allegation of breach of the Agreement, formulating proposed remedies in instances of alleged breach and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.

Article 7, § 12. The User Council shall receive and review quarterly progress reports and modifications to System implementation schedules from each Party and shall use such reports and schedules as one basis to determine whether Parties are meeting their



obligations as set forth in the Agreement; upon completion of such review, the User Council may make recommendations as necessary to the Executive Council regarding actions or decisions needed from the Executive Council.

Article 7, § 13. Until sustained O&M was attained, the User Council was responsible, in coordination with Project Managers and the Operations Manager, for assessing and recommending service-level requirements of the System, designating cost-shared components of the System, recommending possible methods of funding the System, and recommending a budget process for the System.

Article 7, § 13. Since the System has attained sustained O&M, the User Council shall be responsible for monitoring funding, expenditures and cost recovery for the System operation and maintenance, as provided in this Article and Article 10.

Article 7, § 13. In coordination with the Operations Manager, the User Council is also responsible for developing a budget process for the System.

Article 7, § 14. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate consenting Party/Parties to act as a User Council agent to procure and install System common network controller equipment.

Article 7, § 15. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate consenting Party/Parties to act as a User Council agent to operate and maintain the System common network controller equipment or to negotiate, execute and oversee an O&M agreement with a private/public entity to operate and maintain System common network controller equipment in accordance with standards of operation and maintenance approved by the Executive Council.

Article 7, § 16.1. Organizational Structure. The User Council will recommend an organizational structure for the management and operations of the System, including the development of a committee structure for receiving advisory input on executive matters, management matters, operating matters, technical matters, user concerns, concerns of local disaster response groups and other matters as deemed necessary by the User Council.

Article 7, § 16.2. Performance Monitoring. The User Council will monitor and evaluate the performance of the System, including the efficiency and effectiveness of its operation and management, as well as the performance of contracts and user agreements.

Article 7, § 16.2. Performance Monitoring. The User Council will report to the Executive Council their assessment of the operational health of the System annually, or as requested by the Executive Council.



Article 7, § 16.3. Financial Plan. The User Council will review and approve annually a financial plan developed and submitted by the Operations Manager to provide for the short- and long-term financial needs of the System, including its funding needs as well as its capital replacement and enhancement needs. The financial plan will be updated annually, as well as at other times deemed necessary by the User Council/Operations Manager. The financial plan will then be presented through the User Council to the Executive Council for approval.

Article 7, § 16.4. Auditing and Control. The User Council will review and approve the Operations Manager's auditing and control policies and procedures to provide accountability, compliance, monitoring and performance assessment.

Article 7 § 16.5. Risk Management. The User Council will review and approve risk management and security policies and procedures developed by the Operations Manager. The policies will provide for the security, protection and safety of the System, its personnel and its assets, as well as to insure against the impacts of claims and liabilities. The ALMR Operations and Security Risk Management Plan will be presented through the User Council to the Executive Council for review and final approval.

Article 7, § 16.6. Procurement. The User Council will review and approve procurement policies and a procurement plan developed by the Operations Manager. The policies will meet System procurement needs, and to the extent permitted under federal, state and local law, accommodate the different respective procurement authorities and constraints of the Parties. The User Council will present the policies and plans to the Executive Council for final approval.

Article 7, § 16.7. Reporting. The User Council will review and approve a reporting system developed by the Operations Manager to meet various System reporting requirements. The reporting system will encompass reporting requirements which arise from federal, state and local laws and regulations, from policies of the User Council, from contracts and agreements, and from policies and decisions of the Executive Council. Areas of reporting may include management, budgeting, administration, finance, communications, outreach and other areas deemed necessary for the smooth and efficient operation of the System.

Article 9, § 6. The User Council and/or Operations Manager is responsible for monitoring all costs, funding amounts and sources, and expenditures pertaining to the System, and shall develop procedures for conducting said monitoring.

Article 10, § 1. The Operations Manager will establish a budget process and each year develop a proposed budget for the next fiscal year to meet the operating, maintenance and capital replacement needs of the System.



Article 10, § 2. The Operations Manager shall draft the proposed budget for the following fiscal year and present it to the Executive Council no later than August of each year.

Article 10, § 3. The User Council and Operations Manager will review all inputs/comments received from the aforementioned entities, and make such revisions to the proposed budget, as is deemed necessary or desirable.

Article 10, § 4. The User Council and/or Operations Manager shall submit the proposed next year's budget to the Executive Council by August of each year.

Article 11, § 5. Each year the User Council/ Operations Manager will identify System annual operating, maintenance, capital replacement and depreciation costs, as allowed by applicable law(s), for the current and following operating year.

Article 11, § 5. Based on those costs, the User Council and/or Operations Manager will update and revise as necessary, and following approval by the Executive Council, publish the System user fees/network operating charges for the following year of operations.

Article 14, § 1. Pursuant to Article 7, Sections 10 and 11, of the Agreement, the User Council and/or Operations Manager will establish procedures for responding to complaints or allegations of breach, and for resolving disputes.

Article 14, § 4. Notwithstanding any other provision in this Article, except as provided in this Article, Section 3, the Parties agree that at any point in the dispute resolution process the User Council and/or Operations Manager may adopt and impose an interim emergency remedy to ensure maintenance of essential communications services until the matter is resolved.

3.2.2 Under the User Council Charter:

Article 2, § 2. The User Council will coordinate with the Operations Manager, the designated agent for the Executive Council, on the operations, maintenance and management of the System.

Article 3, § 1. The User Council will adopt a written charter stating its purpose, goals, objectives, duties and responsibilities in managing, operating and maintaining the System.

Article 3, § 1. The User Council will also adopt written operating procedures and administrative procedures, pursuant to the charter.

Article 3, § 2. The User Council, in coordination with the Operations Manager, has the responsibility for management oversight and operations of the System.



Article 3, § 3. The User Council shall oversee the development of System operations plans, procedures and policies, per the Cooperative Agreement.

Article 4, § 1. The User Council is responsible for creating and maintaining a collaborative user-based management system to establish policy and operational procedures, and to operate and maintain the System under the oversight of the Executive Council.

Article 4, § 1.1. The User Council will be responsible for providing recommendations to the Executive Council regarding approval of the System design and approval of all proposed modifications to the System design, including defining performance standards, modifications to approved performance standards, extensions and expansions of the System, addition of users to the System and addition of new parties to this agreement.

Article 4, § 1.2. The User Council shall provide recommendations to the Executive Council regarding the adoption of System operation and maintenance standards, which at a minimum shall include: identification of minimum technical standards for System equipment and subscriber units; identification of protocols for the modification of talk group assignments and their usage; identification of minimum periodic maintenance standards and schedules for System equipment; identification of physical security and network security requirements; and identification of problem reporting and resolution practices for System equipment.

Article 4, § 1.3. The User Council shall provide recommendations to the Executive Council regarding approval of the terms and conditions of access of users of the System, and the approval of user agreements.

Article 4, § 1.4. The User Council is responsible for conducting the dispute resolution process set out in the ALMR Cooperative Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

Article 4, § 1.5. The User Council is responsible for investigating any allegation of breach of the Cooperative Agreement, formulating proposed remedies in instances of alleged breach, and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.

Article 4, § 1.6. The User Council shall receive and review quarterly progress reports and schedules regarding modifications to System infrastructure from responsible parties and shall use such reports and schedules to determine whether the parties are meeting their obligations. Upon completion of such a review, the User Council may make recommendations, as necessary, to the Executive Council regarding actions or decisions needed from the Executive Council.



Article 4, § 1.7. The User Council, in coordination with the Operations Manager, is responsible for assessing and recommending service level requirements, designating cost-shared components, recommending possible methods of funding, and for recommending a budget process for the System.

Article 4, § 1.8. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate a consenting agency or consenting agencies to act as the User Council agent to procure and install System common shared-network equipment.

Article 4, § 1.9. Subject to the approval of the Executive Council, and to the extent permitted under federal, state, and local laws, the User Council may designate a consenting agency or consenting agencies to act as the User Council agent to operate and maintain System common network controller equipment.

Article 4, § 1.10. Performance Monitoring. The User Council will monitor and evaluate the operational performance of the System, including the efficiency and effectiveness of its operations and management, as well as the performance of contracts and user agreements. The User Council will report to the Executive Council their assessment of the operational health of the System annually or as requested by the Executive Council.

Article 4, § 1.11. Financial Plan. The User Council will review and recommend annually, a budget developed and submitted by the Operations Manager to provide for the short- and long-term financial needs of the System, including its funding needs as well as its capital replacement and enhancement needs.

Article 4, § 1.12. Auditing and Control. The User Council will review and approve the Operations Manager's auditing and control policies and procedures to ensure accountability, compliance, monitoring and performance assessment.

Article 4, § 1.13. Risk Management. The User Council will review and recommend risk management and security policies and procedures developed by the Operations Manager that provide for the security, protection, and safety of the System, its personnel and its assets, and insures against the impacts of claims and liabilities.

Article 5, § 6. It is the responsibility of the three municipal voting members to establish methods whereby the needs and preferences of the region they represent can be determined. This may be through regularly scheduled teleconferences, meetings or other arrangements.

Article 5, § 6. Minutes from regional meetings should be kept, distributed to regional member agencies and the User Council Secretary, maintained by the regional representatives and transferred as the regional members change over time. (Sherry, have you ever received any regional minutes?)



Article 6, § 1. The User Council will provide an administrative structure for the management and operations of the System including the development of a committee structure for receiving advisory input on operational matters.

Article 6, § 2. The Chair and Vice Chair will be elected annually in whatever month is eleven months following their accession to office. They will assume their duties at the first meeting following their election.

Article 6, § 2.1. A Chair will be elected from among the twelve primary members of the User Council, or the alternates in the event there is no primary appointee, and is responsible for coordinating and facilitating the User Council meetings and agenda items. The Chair will also represent the User Council at Executive Council meetings.

Article 6, § 2.2. A Vice Chair will be elected from among either the primary or the alternate members with responsibilities as defined by the User Council, but primarily will serve as a partner to the Chair, and will assume the responsibilities of the Chair in his/her absence.

Article 6, § 3. Regular meetings will be conducted and shall be composed of current action items and any new business introduced by members.

Article 6, § 3. Written minutes shall be kept for all meetings and distributed to User Council members, at a minimum.

Article 6, § 5.1. Unless excused in advance by the Chair, User Council members are required to attend at least nine of the twelve monthly meetings in a calendar year.

Article 6, § 5.2 The primary or alternate member, whomever attends, is responsible for keeping the other member(s) fully informed of issues discussed at all meetings should the other member(s) not be able to attend.

Article 6, § 7. Only the twelve members or their alternates shall have voting authority on matters presented for adoption.

Article 7, § 2. The User Council shall develop a reporting system to meet various System reporting requirements. The reporting system will encompass: 1) requirements that arise from federal, state and local laws and regulations; 2) policies of the User Council; 3) contracts and agreements; and 4) policies and decisions of the Executive Council. Areas of reporting, as determined by the User Council, may include management, budgeting, administration, finance, communications, outreach and other areas as deemed appropriate and necessary.

3.3 Operations Management Office (OMO)

3.3.1 Under the Cooperative and Mutual Aid Agreement:



Article 6, § 2. The ALMR Operations Manager, hereafter referred to as the “Operations Manager,” conducts the day-to-day operational management of the System on behalf of the Parties to the Agreement.

Article 6, § 2. The Operations Manager ensures that service-level requirements and operating standards are met by monitoring the activities of the organization and/or contractor providing maintenance services.

Article 6, § 2.2. The Operations Manager will provide guidance and operational oversight of the System in cooperation and coordination with the ALMR User Council, hereafter referred to as “User Council,” and under approval and authority vested in the Operations Manager by the Executive Council.

Article 9, § 6. The User Council and/or Operations Manager is responsible for monitoring all costs, funding amounts and sources, and expenditures pertaining to the System, and shall develop procedures for conducting said monitoring.

Article 10, § 1. The Operations Manager will establish a budget process and each year develop a proposed budget for the next fiscal year to meet the operating, maintenance and capital replacement needs of the System.

Article 10, § 2. The /Operations Manager shall draft the proposed budget for the following fiscal year and present it to the Executive Council no later than August of each year.

Article 10, § 3. The Operations Manager will review all inputs/comments received from the aforementioned entities and make such revisions to the proposed budget, as is deemed necessary or desirable.

Article 10, § 4. The Operations Manager shall submit the proposed next year’s budget to the Executive Council by August of each year.

Article 11, § 5. Each year the User Council/ Operations Manager will identify System annual operating, maintenance, capital replacement and depreciation costs, as allowed by applicable law(s), for the current and following operating year.

Article 11, § 5. Based on those costs, the User Council and/or Operations Manager will update and revise as necessary and, following approval by the Executive Council, publish the System user fees/network operating charges for the following year of operations.

Article 14, § 1. Pursuant to Article 7, Sections 10 and 11, of the Agreement, the User Council and/or Operations Manager will establish procedures for responding to complaints or allegations of breach, and for resolving disputes.

Article 14, § 4. Notwithstanding any other provision in this Article, except as provided in this Article, Section 3, the Parties agree that at any point in the dispute resolution process the User Council and/or Operations Manager may adopt and impose an interim emergency remedy to ensure maintenance of essential communications services until the matter is resolved.

3.3.2 Under the OMO Customer Support Plan:

Para 1.2 The OMO staff, under contract with Wostmann & Associates Inc. and the 5 Star Team, provides operational support services for the System as defined in the Operations Management Services Statement of Work (SOW) and maintains a cooperative working relationship with the SMO staff, which is under contract with Bering Straits Information Technology, LLC (BSIT) through Motorola Solutions.

Para 1.4 The OMO will develop recommendations for policy, procedures, processes, protocols and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

Para 3.1.1 Operations Manager

- Provides direction and management of the operational System by overseeing day-to-day operations
- Ensures creation, analysis and distribution of status and trend reports
- Develops contingency planning
- Provides budget development and maintenance oversight activities, as necessary, to ensure the availability of the System 24 hours a day/7 days a week
- Acts as the single point of contact between the UC and the operations and maintenance contractor; monitors, audits and reports on compliance with the System SLA
- Attends EC and UC meetings and providing reports, briefings, metrics and other support, as requested
- Facilitates resolution of conflicts and issues that may arise among stakeholders and seeks to achieve collaborative solutions. Works with executives and leaders to develop a communication strategy that facilitates smooth, non-disruptive resolution of issues and the prompt distribution of information and instructions regarding the resolution, as appropriate
- Provides outreach and information to interested groups, prospective System users, legislative bodies, member agency executive management, and the general public
- Serves as Chairman of the Change Control Board

Para 3.1.2 Documentation Specialist

- Prepares and/or maintains documentation systems, programming and operations documentation, processes and procedures, and methods including user reference manuals
- Maintains a current internal documentation library
- Provides or coordinates documentation services, as required
- Ensures accuracy of technical documentation
- Maintains knowledge and basic understanding of all aspects of proofreading, including grammar and spelling
- Composes and finalizes documentation, including specifications, user manuals, briefings, point papers, plans, contact lists, and minutes in the style and format required by the task
- Attends and provides administrative support to the EC and UC, taking meeting minutes and maintaining historical files
- Provides interface with member agencies on service requests and tracking through closure
- Provides outreach support through newsletters and the web site

Para 3.2.1 Governance Management. The OMO shall facilitate the review and update of all governance agreements with the stakeholders, the UC and the EC.

Para 3.2.2, Executive Council Support. The OMO shall provide reports, minutes and meeting support required by the EC members for all scheduled and special meetings.

Para 3.2.3, User Council Support. The OMO shall provide reports, minutes and meeting support required by the UC members for all scheduled and special meetings and working groups.

Para 3.2.4, Problem Escalation for Stakeholder/Member Agencies. The OMO shall monitor and report on violations of procedures and will facilitate their resolution and recommend mitigating actions.

Para 3.2.5, Budget Process and Audit Coordination. The OMO shall develop an annual budget.

Para 3.2.6, System Network Management and Technical Support. The OMO shall provide the management and reporting services required to support the System network.

Para 3.2.10, Common Training Services/Deliverables for stakeholders/member Agencies. The OMO shall coordinate the provision of materials, management and planning services to support technical and operational training for stakeholder/member agencies.



Para 3.2.11, Records Management and Documents. The OMO shall manage and maintain all ALMR documents and records on the ALMR web site and the records and documents for the ALMR System.

Para 3.2.12, Security Requirement for Stakeholders/Member Agencies. The OMO shall maintain and periodically evaluate ALMR security standards and procedures.

Para 3.2.13, Technical Assistance during Emergency Response Conditions. The OMO shall provide reporting and coordination during emergency responses.

3.4 System Management Office (SMO)

3.4.1 Under the SMO Customer Support Plan:

Para 2.0, The SMO provides an integrated suite of services to ALMR users. Those services include Help Desk support, System management services, System maintenance services, transportable deployment and storage services and reporting.

Para 7.0, Roles and Responsibilities

Para 7.1, System Manager. The SM has responsibility for the overall ALMR System and network enterprise operations as defined through the SLA. The SM will be engaged in business, administrative and technical tasks.

Para 7.2, Security Manager. The Security Manager is responsible for ensuring that all applicable ALMR security plans, policies and procedures are created, implemented and followed.

Para 7.3, System Technologist. The System Technologists (STs) deliver support and provide maintenance for the ALMR System in accordance with LMR and industry standards. The OEM-trained technologists are authorized to provide and support work activity in the field and perform maintenance and preventative maintenance actions on ALMR equipment. The STs assist the SMO in the preparation of reports, plans and communications with stakeholders.

Para 7.4, Asset Manager. The Asset Manager ensures that only ALMR-approved equipment is connected to the System and is responsible for executing Asset Management processes and procedures which cover the asset lifecycle from acquisition, to installation, removal and final disposal.

Para 7.5, Service Desk Specialist. The Service Desk Specialist is the primary responder for dispatching issues and requests received by the Help Desk.

Para 7.6, Documentation Specialist. The roles and responsibilities of the Documentation Specialist are shared between the Asset Manager and the Service Desk



Specialist. Documentation includes preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user references manuals and requested reports.

3.5 User Agencies

3.5.1 Under the Cooperative Agreement:

Article 11, § 6. All users of the System will be required to enter into a written user agreement between the user and the Executive Council, or their designated Executive Agent

Article 13, § 4. It is incumbent upon all users to be aware of RMF-related information assurance (IA) security policies, procedures and plans.

3.5.2 Under the Executive Council Charter:

Article V, §1. Each agency/member shall provide as required and requested by the Executive Council: system descriptions, technical characteristics, costs (maintenance and operational) and equipment lists for all assets to be utilized in the common infrastructure.

Article V, §2. Each user/provider shall be responsible for operation and maintenance of their respective resource unless otherwise agreed to under a legally executed MoA, MoU or Cooperative Agreement.

Article VI, §2. Agencies acquiring funding support shall execute their portion of the associated and executed MoAs, MoUs and Cooperative Agreements in good faith.

3.5.3 Under the User Council Charter:

Article 5, § 4. Replacement of User Council members is expected as members are transferred, promoted, separated, etc. It is the responsibility of agencies and municipal regions to anticipate these changes and to provide updated appointment letters.

Article 5, § 7. In the event that users feel their perspectives are not being given sufficient consideration by other members of a region, or in the case of non-municipal agencies, users may provide written petitions or letters to the User Council Chair for consideration at the next scheduled meeting.

Article 5, § 9. Because User agencies who are not User Council members are represented by their regional or agency-specific member, they may observe User Council meetings, but may not participate without specific permission of the User Council Chair.

3.5.4 Under the SMO Customer Support Plan:

Para 7.4, Asset Manager. Owning agencies responsibilities include:

- Disposing of the equipment in accordance with Information Systems Clearing and Sanitization Procedure 200-4 and based on individual agency guidelines (agency POC)
- Maintaining a supply of spare equipment for the sites they own
- Protecting all property and taking reasonable precautions against theft and abuse
- Physical inventory management of infrastructure equipment, software, infrastructure spare equipment and subscriber equipment owned by their organization
- Notifying the Help Desk of any additions, changes, or deletions in subscriber units or infrastructure on the System
- Performing an annual inventory of these items for accountability

4.0 Conclusion

This document may not include additional roles and responsibilities verbally conveyed or administered during regularly held meetings. Given the amount of tasks to be accomplished, it is recommended this document be given due consideration and referred to on a regular basis. For regularly recurring responsibilities, a tracking data base with established suspense dates may prove useful.

The UC shall be responsible for the formal approval of the Roles and Responsibilities document and any revisions hereafter.