



A REGULATORY AND MANAGEMENT SERVICE

Alaska Land Mobile Radio

*Alaska Land Mobile Radio Communications System
Help Desk Policy Memorandum 400-13*

Alaska Land Mobile Radio Help Desk Policy

1. Applicability

This policy applies to all employees, contractors, sub-contractors, consultants, temporary employees and other personnel assigned to, or utilizing, the Alaska Land Mobile Radio (ALMR) Communications System. Any substantial revision or update of this policy must be approved by the User Council.

2. Policy

The ALMR Help Desk shall act as the initial interface between the System Management Office/Operations Management Office and user agencies for all ALMR-related actions and activities.

3. Procedures

The Help Desk shall document and monitor all ALMR-related issues/activities to include, but not limited to, System outages and reporting, maintenance, requests for service, customer complaints and user accounts as outlined in ALMR Help Desk Procedure 400-13.

4. Effective Date

This policy shall become effective upon signature and shall remain in effect until rescinded. The policy shall be reviewed periodically and updated, as required.

 9-23-15

Del Smith
Operations Manager
Alaska Land Mobile Radio