



# **Alaska Land Mobile Radio Communications System**

## **Outage Reporting Procedure 400-11**

**Version V10**

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## Document Revision History

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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.

**Department of Administration (DOA):** a State of Alaska (SOA) department that maintains the SOA Telecommunication System (SATS) and provides information technology (IT) and communications technical support to state agencies.

**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).

**Municipality of Anchorage (MOA):** the MOA covers 1,951 square miles with a population of over 300,000. The MOA stretches from Portage, at the southern border, to the 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; identifies technologies and standards; and coordinates



intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

**Service Level Agreement:** the Service Level Agreement (SLA) outlines the operations and maintenance services as required by the User Council membership for the sustainment and operations 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.

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

**Track-It®:** the service request tracking application software utilized by the SMO.

**User/Member:** an agency, person, group, organization or other entity which has an existing written Membership Agreement 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**

This procedure serves to define the roles and responsibilities for users and staff of the Alaska Land Mobile Radio (ALMR) Communications System for the purpose of reporting scheduled and unscheduled outages experienced with the ALMR System.

## **2.0 Roles and Responsibilities**

### **2.1 Executive Council**

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the Outage Reporting Procedure warrant such action.

### **2.2 User Council**

The User Council (UC) shall be responsible for the formal approval of the Outage Reporting Procedure, and any substantial revision hereafter.

### **2.3 Operations Management Office**

The Operations Management Office (OMO) will provide oversight and quality assurance/quality control reviews of SMO outage report responses utilizing the criteria set out in the Service Level Agreement (SLA). The Operations Manager will provide a report to the UC, as appropriate or requested.

### **2.4 System Management Office**

The System Management Office (SMO), through its Help Desk function, system technologists and system monitoring and contract maintenance support is responsible for identifying and/or receiving notice of system outages, assigning case numbers for tracking purposes and notifying all System users of outages in accordance with this procedure and Help Desk Procedure 400-13.

#### **2.4.1 Logging and Tracking**

All scheduled or unscheduled outages must be addressed and corrected in an expeditious manner for the benefit of all users. Upon notification/identification of an outage, the Help Desk is responsible for making the appropriate notifications, identifying the cause of the outage, responding, and initiating corrective actions consistent with the requirements set out in the SLA.



## 2.4.2 Outage termination

The Help Desk will also advise all appropriate personnel when the outage has been resolved and the System/site has been returned to full service. The Help Desk will provide details regarding the outage(s) in the daily system status report, which is provided to all organizational points of contact and other individuals, upon request.

## 2.5 User

The responsibility for ensuring a functioning interoperable communications system that meets the technical and operational requirements of ALMR member agencies lies with all users of the System, not just those who manage and maintain it. Service outages must be reported as soon as they are discovered.

When difficulties with radio operations occur, users should document date, time, specific location, radio serial number and alias, radio ID, and the difficulties experienced. This information should then be routed to the ALMR Help Desk, so all data can be analyzed at the Master Site and findings reported back to the customer.

For example, an unusually high rate of System busies may be an indication of a site/channel outage. This should be reported to the ALMR Help Desk as soon as possible.

## 3.0 Procedures

### 3.1 Reporting

Users will contact the ALMR Help Desk via phone, 334-ALMR (2567) or outside of Anchorage 1-888-334-ALMR (2567), or by e-mail [almr-helpdesk@inuitservices.com](mailto:almr-helpdesk@inuitservices.com) and relay all known information regarding the outage.

Staffed hours of operation are Monday through Friday from 7:30 a.m. to 4:30 p.m. Alaska Standard Time (except State holidays). After normal business hours, agencies will reach the after-hours Help Desk recording. They will have the option to: 1) speak to the on-call technician; or 2) leave a message and be contacted by the SMO on the next business day.

### 3.2 Determination

Upon determination that a System/site outage has occurred, and is not a malfunction of a subscriber unit, the SMO will gather as many facts as possible about the outage (i.e. site is in site trunking, subscriber site affiliation if known, obvious physical damage to site, no ALMR service available, etc.).



### **3.3 Tracking**

The Help Desk will open a service request in their tracking system and enter information regarding the problem, reporting party, date and time of the outage report, priority assigned and resources assigned to resolve the issue.

The reporting user, if applicable, will receive a copy of the service request.

### **3.4 Notification**

The Help Desk will notify all ALMR users, through the organizational point of contact, of any outages within one hour. The report will include the cause, if known, expected impact on the System users, action being taken to address the outage and anticipated length of the outage, if known. The Help Desk will assign a System Technologist to correct the issue and restore the System to service, as appropriate.

### **3.5 Resolution**

The Help Desk will notify the individual who reported the outage, if applicable, and all ALMR users, through the organizational point of contact, when the System is returned to normal service.

## **4.0 Compliance**

Compliance with the Outage Reporting Procedure is outlined in ALMR Outage Reporting Policy Memorandum 400-11.