



A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Asset Management Procedure 400-8

Version 11

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Acronyms and Definitions

Agreement: shortened term used to refer to the Cooperative and Mutual Aid Agreement, Service Level Agreement or Membership Agreement within each associated document after the initial use.

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 local governments.

Alaska Public Safety Communication Services (APSCS): the State of Alaska statewide telecommunications system microwave network (formerly known as SATS).

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

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

APCO Project 25 (P25): is a set of standards produced through the joint efforts of the Association of Public Safety Communications Officials International (APCO), the National Association of State Telecommunications Directors (NASTD), selected Federal Agencies and the National Communications System (NCS), and standardized under the Telecommunications Industry Association (TIA). The P25 suite of standards involves digital Land Mobile Radio (LMR) services for local, state/provincial and national (federal) public safety organizations and agencies.

Base Station: a fixed transmitter (i.e. consolette, Quantar, Motorola Summit Station GTR 8000).

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.

Department of Administration (DOA): a State of Alaska (SOA) department that maintains the Alaska Public Safety Communication Services (APSCS) and provides information technology (IT) and communications technical support to state agencies.



Encryption: the process of coding data so that a specific code or key is required to restore the original data. Used to make transmissions secure from unauthorized reception.

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; under the ALMR System Manager.

Information Systems Security Manager (ISSM): the individual responsible for establishing and maintaining security controls that ensure the availability, confidentiality and integrity of the ALMR System.

Infrastructure: the physical hardware used to interconnect computers and users. Infrastructure includes the transmission media, including telephone lines, cable television lines, satellites, and antennas, and also the routers, aggregators, repeaters, and other devices that control transmission paths. Infrastructure also includes the software used to send, receive, and manage the signals transmitted.

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.

Membership Agreement: the agreement entered into between the ALMR Operations Management Office, as the designated agent for the Executive Council, and the user agency, which sets forth the terms and conditions under which the System provides services to the user agency and the user agency's responsibilities while operating the System.

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 Management Office (OMO): develops recommendations for policies, 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.



Portable Radio: a hand-held, low-power, two-way radio.

Return Authorization: authorization needed by the System Support Center prior to sending equipment in for repair.

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.

Service Level Agreement: 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 State's microwave system, and shared owner of the System.

Subscriber: an individual or organization that is uniquely identified within the system as a user of services.

Subscriber Equipment: portable, mobile and console equipment that is intended to operate on the ALMR infrastructure for day-to-day intra-agency communications and/or inter-agency cross-jurisdictional interoperability purposes. Subscriber equipment can also include network management terminals, key management facility equipment, gateway and other assets which are determined not to be a cost share burden in applicable Memoranda of Agreement (MoAs).

System: the ALMR Communications System, as established in the Cooperative and Mutual Aid Agreement and as described in any and all System Design/System Analysis (SD/SA) and System Design/System Implementation (SD/SI) documents.

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

Transportable Unit: a fully self-sustaining portable ALMR communications site that can be used as a stand-alone site anywhere in the state, as a replacement site if an existing site fails or is destroyed or to add channel capacity to an existing site during an incident or special event.



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User: 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 (UC): 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.

Zone: a grouping of channels within the radio; also refers to the two geographic areas of division pertaining to the Master Controllers (Zone 1 and Zone 2).



1.0 Purpose

This procedure documents the process for tracking all user agency-owned Alaska Land Mobile Radio (ALMR) Communications System infrastructure equipment, spare infrastructure equipment, software and subscriber units that connect to ALMR, hereafter known as the “System.”

All assets should be inventoried and the information provided to the ALMR Asset Manager, or a designee, and validated due to interconnectivity to the System.

Contracted inventory management may include accountability of infrastructure equipment and spare equipment. Inventory services are available to all user agencies; interested parties may contact the ALMR Help Desk for more information.

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 Asset Management Procedure warrant such action.

2.2 User Council

The User Council (UC) shall be responsible for the formal approval of the Asset Management Procedure and any substantial revisions hereafter.

2.4 System Management Office

The System Manager reviews inventory discrepancies with the Asset Manager to ensure follow-up actions are implemented to preclude future occurrences.

2.5 Information Systems Security Manager

Database server backups and validations for the Help Desk and Asset Management tracking software tool are the responsibility of the ALMR Information Systems Security Manager (ISSM). At a minimum, automatic/manual backups are scheduled to be performed as follows:

- Daily Full backup – Monday thru Friday
- Monthly full backup – First business day of the month

These backups are labeled and placed in a fireproof file cabinet located off site.



2.6 Asset Manager

The Asset Manager is responsible for the execution of the Asset Management Procedure and maintenance of the master inventory list.

The Asset Manager maintains records of all reported infrastructure equipment, spare infrastructure equipment, subscriber units and software using the Help Desk and Asset Management tracking software tool in accordance with Records Management Procedure 300-1.

In addition, the Asset Manager maintains a permanent record of all audits, missing, lost or stolen equipment and provides periodic inventory and accountability information to the owning agencies as outlined in Section 3.7, Reports.

Only System Management Office (SMO) personnel have access and authority to make changes to the master inventory list. This maintains the integrity and accountability of the inventory system

2.7 Agencies

Accountability of equipment is the responsibility of the owning agency. It should be the policy of each user agency to perform an annual inventory for accountability purposes. This inventory should include applicable infrastructure equipment, spare infrastructure equipment, system keys and subscriber units. Each agency who owns subscriber units should ensure appropriate accountability in order to prevent unauthorized use or monitoring. Asset changes are reported using the Subscriber Request Form (Attachment B) (see paragraph 3.2 for detailed instructions).

The theft, loss, damage or destruction of a subscriber unit should be immediately reported to the ALMR Help Desk at 907-334-2567 (within the Anchorage bowl) or at 888-334-2567 (outside the Anchorage bowl but within Alaska). If the subscriber unit has been lost or stolen, the reporting agency must immediately file a police report with the proper authorities ensuring that the authorities also notify the National Crime Information Center (NCIC). All means should be utilized to account for any missing equipment.

Agencies should also have an internal system to track subscriber units that have been sent out for warranty/out-of-warranty repair services.

Agencies are required to report infrastructure equipment additions and changes made on the System in accordance with paragraph 3.1

3.0 Procedures

The Asset Manager maintains a permanent record of all reported changes to infrastructure equipment on the System, including the following information:

- Agency owning the equipment
- ALMR Asset Tag Number
- Asset Type - equipment types are defined by the SMO in categories such as router, console, Quantar®, GTR8000, power supply, etc.
- Brief description of the equipment
- Manufacturer
- Model number (if applicable)
- Serial number - applies only if the owning agency is tracking the asset by serial number. If so, then the manufacturer serial number is documented. If the equipment has a serial number, but is not tracked by that number, then the serial number will not be documented in the Help Desk and Asset Management tracking software tool
- Location - the location table within the Asset Management tracking system lists all site/storage locations by site name followed by the Site ID number. (i.e. Portage-SZ0142128, BSIT spare storage-Fairbanks)

NOTE: In most cases, the site name originated from the name of an existing building or specific geographical location, as determined by the agency who built the original site.

The Site ID Number is the number used by Motorola™ to identify System sites.

- The digits that make up the Site ID number hold the following significance:
 - Digits 1-6 – “SZ0142” for ALMR Smart Zones or “MB0142” for MotoBridge®
 - Digit 7 – identifies the Zone in which the Master Site is located and the site is connected to.
 - Digit 8 – this digit will be inserted only when identifying one of the following types of site:
 - B – BDA (bi-directional amplifier)
 - D – Dispatch
 - G – Gateway
 - K – KMF
 - P – SMO
 - S – Spare inventory
 - Remaining digits - identify the site number assigned by Motorola™
- Value - value of the equipment will be tracked if provided by the owning agency
- Cost Center - accounting code the agency uses to track the costs against will be tracked if provided by the owning agency



3.1 Infrastructure Equipment

Additions or changes made to infrastructure equipment on the System should be reported by the System Technologist performing the work for the owning agency by faxing or emailing a completed ALMR Equipment Movement Form (Attachment A) to the Help Desk within two business days or by the agency authorized point of contact (POC). A separate form should be submitted for each piece of equipment affected. Upon receipt, the Help Desk opens a Service Request assigned to the Asset Manager who will update the master database accordingly.

NOTE: This applies only to those types of equipment that have already been validated under the Risk Management Framework (RMF) for DOD Information Technology (IT). New equipment must be submitted and approved using System Change Request (CR) Management Procedure 400-3.

In the event that a piece of infrastructure equipment has been retired or determined to be obsolete, the owning agency's POC will be notified to make arrangements to retrieve the equipment. The POC will be responsible for disposal of the equipment based on their agency's guidelines and in accordance with the Information Systems Clearing and Sanitization Procedure 200-4.

3.2 Subscriber Units

All subscriber unit changes made on the System are required to be reported. These changes are reported by faxing or emailing a completed ALMR Subscriber Request Form to the Help Desk. Requests received are handled as outlined in the SMO Help Desk Procedure 400-13, Section 4.0.

Requested actions for subscribers fall into the following categories:

- Enable – to add a new subscriber to the System
- Delete – to remove a subscriber from the System
- Change –used to change information on a subscriber (normally an alias/ID change) (both the old and new information must be provided)
- Inhibit - to disable or “brick” a subscriber (Example: radio is unable to be located, but not presumed lost or stolen) (will still be carried on agency inventory)
- Reinstate – to reactivate from inhibit

NOTE: Subscribers placed in “inhibit” status will be deleted from the ALMR System after a period of 30-days, if not reinstated by the agency.

Some user agencies (DOD) have the ability to make changes on their own system management terminal. However, this does not negate the requirement to submit a completed Subscriber Request Form to the Help Desk.



A permanent record is maintained of all reported subscriber unit additions and changes on the System including the following information:

- POC - individual with the owning agency appointed as having the authority to make changes to their subscriber units on the System. It is the responsibility of the owning agency to notify the Help Desk of changes to the POC list, when they occur
- Asset type - subscriber units are defined by the SMO in categories of portable, mobile, or base station units
- Serial number - manufacturer serial number
- User alias - a unique sequence of alpha/numeric characters used to identify a specific radio and the owning organization

NOTE: The SMO provides the agency identifier portion for the alias while the user agency provides the unique identity portion. Twelve digits are the maximum length allowed for the entire user alias. Other than the number of digits allowed, the only restriction on the identifier is that there may be no duplicates in the ALMR System.

- Host Version - firmware version of the radio. This is the internal working code that makes this device truly “a radio.” Upgrades may be required to support new features (see flash code)
- DSP Version - software version of the Digital Signal Processor (DSP) in the radio
- Secure Version - software version installed in the encryption module (sometimes referred to as UCM – Universal Crypto Module)
- Flash Code - code that describes the options purchased with the radio

3.3 Advanced System Keys - iButtons

The Asset Manager will maintain the owning agency name, serial number and expiration date as part of the permanent record on all assigned iButtons and/or software.

The agency designated point of contact must maintain a current list of individuals who they assign keys to. (See System Key Usage Procedure 400-16)

3.4 Spare Equipment

It is the responsibility of the owning agency to maintain a supply of spares for the ALMR equipment they own. All agencies are required to report their spare infrastructure equipment to the Asset Manager for tracking.

In the event of an emergency, should the owning agency find they do not have a spare available, they can contact the Help Desk to assist them in locating a spare from another agency that may be available to temporarily borrow.



The Help Desk will open a Service Request assigned to the Asset Manager. The Asset Manager will contact the appropriate agency to obtain permission and will immediately contact the System Technologist to advise whether permission has been granted.

It is the owning agency's responsibility for making the determination whether or not the repaired equipment will need to be exchanged out with the spare used. In the event it does, the Asset Manager will open a Service Request in the Help Desk and Asset Management tracking software tool. The exchange will take place during the next scheduled site visit.

If the emergency occurs after hours, the System Manager may be contacted directly for coordination with another agency. Under no other circumstance should the process of obtaining permission be circumvented.

3.5 Software

All user agencies are required to report any software installed on their equipment that is attached to the System for the Asset Manager to track. The following information should be provided:

- Owning Agency
- Software Title
- Asset ID of equipment installed on
- Asset Name of equipment installed on
- Manufacturer of equipment installed on
- Model of equipment installed on
- User Name where equipment is issued to
- Location where equipment is located

NOTE: This applies only to software that has already been validated under the RMF. New software must be submitted using System Change Request (CR) Management Procedure 400-3.

3.6 Annual Inventory

The Asset Manager will provide owning agencies with an annual inventory, which lists all reported infrastructure equipment, spare infrastructure equipment, software, system keys and subscriber units, as outlined in Section 3.7.2.1.

3.7 Reports

The Asset Manager provides the following reports via email to the owning agency appointed POC. These reports are based on information reported by the owning agency and contain information specific to equipment owned only by that agency.



3.7.1 Monthly Report

The monthly Help Desk Metrics Report will provide a list of all additions, changes and deletions made to infrastructure and spare equipment, subscriber units and/or transportable system equipment for each agency. This report is posted to the ALMR web site and notification is sent to those agencies with Network Management Terminals. The report reflects activity for the previous month.

3.7.2 Annual Reports

3.7.2.1 Annual Inventory Report

An annual audit report (Attachment C) containing all reported infrastructure equipment, spare infrastructure equipment, software, system keys and subscriber units will be provided to owning agency POCs no later than the end of December each year. This report will show current inventory based on prior information reported by the owning agency. At a minimum, the report will contain the following information:

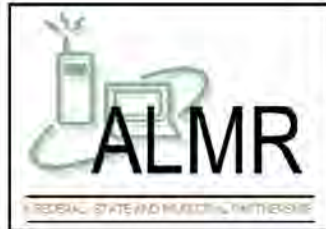
- Report date
- Owning organization
- Site name and ID number, if applicable (does not apply to subscriber units)
- Asset type and description
- Manufacturer
- Model number and serial number if applicable
- Location of equipment (does not apply to subscriber units)
- Value and/or Cost Center, if provided by the owner agency

Within two weeks of receipt, the POC should reconcile the report against their records and forward any discrepancies via email or fax to the Asset Manager. The Asset Manager will open a Service Request to document and make any changes necessary to the System Network Management Terminal (NMT) and/or the master inventory list.

4.0 Compliance

Compliance with the Asset Management Procedure is outlined in the ALMR Asset Management Policy Memorandum 400-8.

Attachment A Equipment Movement Form



EQUIPMENT MOVEMENT FORM

ALMR Help Desk
907-334-2567 Anchorage
888-334-2567 In Alaska/Outside Anchorage
907-269-6797 Fax
almr-helpdesk@nuitservices.com

Please complete the following **within 2 business** days and send via email or fax to the ALMR Help Desk

Date: _____

Reported By: _____
Print Name Organization
Contact Number Email Address

Equipment Information:

_____ Description Manufacturer

Model Manufacturer Serial Number ALMR Property Tag #

Indicate where equipment was removed from, where it was installed or whom it was delivered to:

If the equipment was delivered to another individual complete the following:

Issued to: _____
Print Name Organization

Signature Contact Number Date

If the equipment was sent in for repair complete the following:

Company shipped to: _____ Date Shipped: _____
 PO #: _____ RA#: _____ Case: _____

Please remember to provide the ALMR Help desk with any documentation that is returned with the repaired/replaced equipment.

State the problem, issue or other any other pertinent information:



Attachment B Subscriber Request Form



SUBSCRIBER REQUEST

ALMR Help Desk
 907-334-2567 Anchorage & Outside Alaska
 888-334-2567 Outside Anchorage exchange
 907-269-6797 Fax
 Email: almr-helpdesk@inuitservices.com

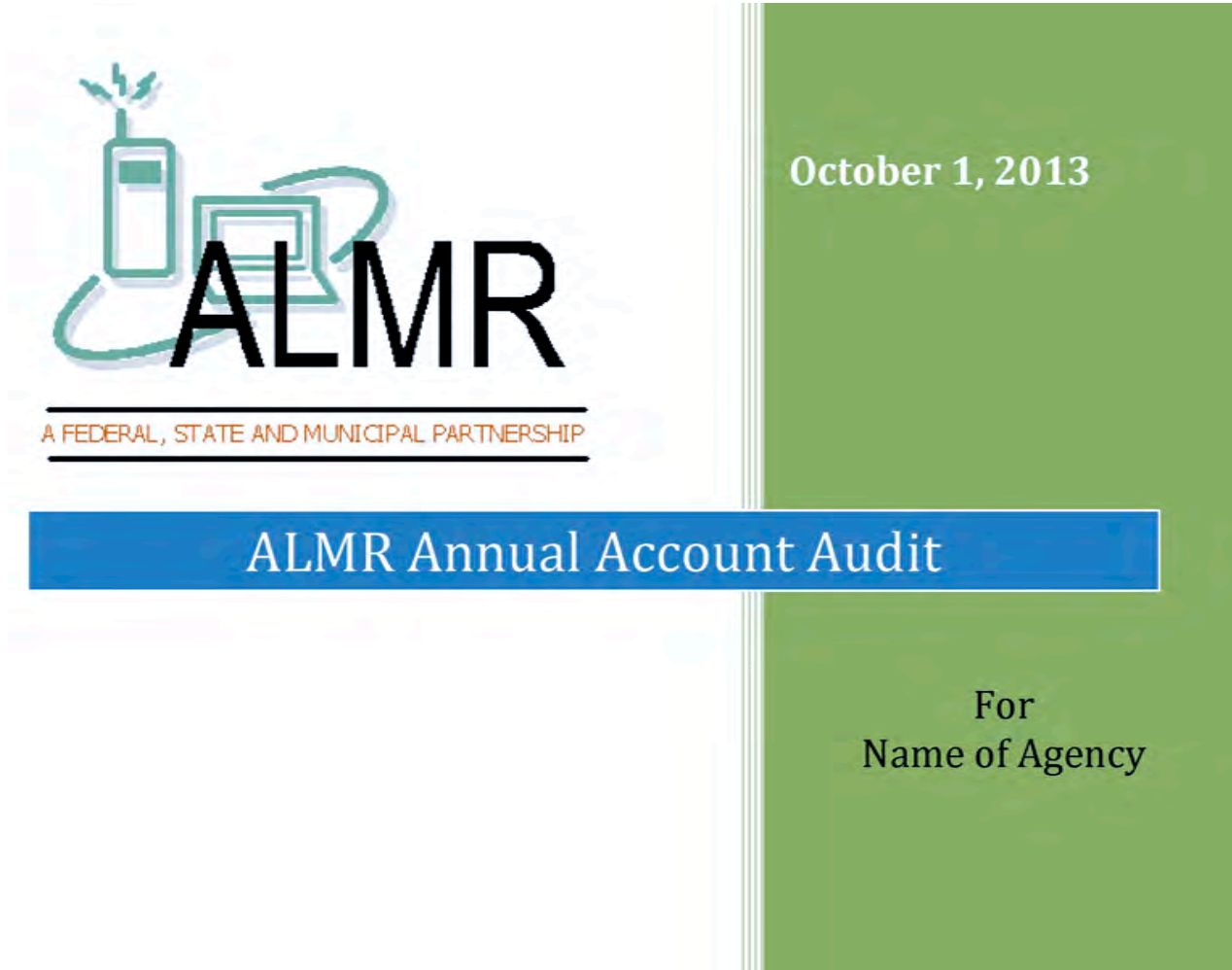
Please complete the following information for all requests. Incomplete information may cause a delay in service.

(1) GENERAL INFORMATION					
Department Name (i.e. Health & Social Services)	Division (if applicable) (i.e. Juvenile Justice)	Agency (if applicable) (i.e. Fairbanks Youth Facility)	Date	Requestor Name	Contact Phone Number(s)
Contact Email		Requested Due Date <small>All requests will be processed within two (2) business days. If the request is an emergency, please follow up with a phone call to the ALMR Help Desk after submitting your request.</small>		Area in which the Radio will be assigned. <small>(Zone 1:South Zone, Zone 2:North Zone, Zone 3:South East Zone)</small>	

(2) REQUESTED SERVICE - Please note changes in RED. (An Excel spreadsheet will be accepted if submitted with this form)								
Enable <small>(Add radio to system)</small> Delete <small>(Remove from system)</small> Change <small>(Call and new information may be provided as all ID or Data/Make change requests.)</small> Inhibit <small>(To disable radio)</small> Reinstate <small>(Reactivate from inhibit)</small>	Make and Model	Portable or Mobile P/M	Radio ID # <small>(SMD Help Desk will provide)</small>	User Alias <small>The SMD provides an agency user for porting for those who do not agency provided the unique identity system. The by (ID) digits and the maximum length allowed for the end use alias.</small>	Serial Number <small>Obtain the <u>serial number</u> on the Radio</small>	Interconnect Enabled Y/N	OTAR / Data Enabled Y/N	KMF User Group <small>(over the air key OTAR group)</small>

Note: If provided, Radio Firmware and DSP Version will be tracked information.
 20170420_SubscriberRequestForm.doc

Attachment C Annual Report





**Alaska Land Mobile Radio Communications System
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The following is the most current information we have on file for your agency. As a requirement of your membership agreement, please assist us in updating your records by making any additions, changes or deletions to the following information. If you need assistance or have any questions please contact the ALMR Help Desk at 907-334-2567 or 888-334-2567 within Alaska, outside the Anchorage calling area. If we do not hear back from you within 14 business days from the date of this report we will assume there are no changes to be made to our information.

Member:
Physical Address:
Mailing Address (if different):
Primary Account Point of Contact(s) (POC):
Title:
Wk Phone:
Cell Phone:
Fax:
Email:

Sub Agency:

If you have radios that need to be tracked as a separate entity please complete the following:

Sub Agency Name:
Primary Account Point of Contact (POC):
Title:
Wk Phone:
Cell Phone:
Fax:
Email:

The following is a list of other POC's currently authorized for your agency. The primary account POC is the only individual who has the authority to make changes to the authorized POC's and notification list.

	Radios Allowed to Add, Change, Delete or Request Information	Passwords Allowed to Add, Change, Delete, or Reset User Passwords on Consoles & Network Management Terminal	Inventory Receives annual Infrastructure & Radio inventory lists for verification	Notification List Receives site outage and issue notifications for all sites
Name: Title: Wk Phone: Cell Phone: Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: Title: Wk Phone: Cell Phone: Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: Title: Wk Phone: Cell Phone: Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Current Radio List:

Radio User Alias	Security Group	Radio Serial Number	Radio ID	Data Enabled	Radio User Capabilities Profile Alias	Radio User Site Access Profile Alias
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The ALMR System Management Office provides the agency identifier portion for the alias while the user agency provides the unique identity portion. Twelve digits are the maximum length allowed for the entire user alias. The Radio User Alias prefix that has been assigned to your agency is "APV." All radios for your agency must be entered with this prefix. This leaves you 9 digits, includes spaces, for you to use for your unique identity portion (i.e. APV Dispatch, APV 2).

Current Infrastructure List: