

Date: January 8, 2020

1. Attendance.

P = Present T = Via Telephone E = Excused U = Unexcused N/A = Not required

#### User Council Members

	Primary				
N/A Cicciarella Bob Chief Municipalities Central		Municipalities Central			
NA/	Eike	Erin	LTC	DOD US Army - Alaska	
Т	Fournier	Doug	Deputy Chief	Municipalities North	
Т	Kalwara	Erann	Ms.	Municipalities Southeast	
Т	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI	
N/A	Nelson	James	Officer	Fed Non-DOD All Others, US Forest Service	
Е	Martin	Chris	Mr.	DOD USAF, Eielson AFB	
Р	Patz	Greg	Mr.	SOA DOT	
Р	Rockwell	John	Mr.	SOA DPS, Chair	
Р	Skinner	Nate	Mr.	SOA All Others, DNR Forestry, Vice Chair	
U	Spitler	Cory	MSgt	DOD USAF, JBER	
U	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service	

	Alternate				
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI	
Е	Cole	Henry	Mr.	SOA DOT	
Е	Eubank	Greg	Mr.	SOA All Others, DMVA	
Е	Berrian	Keith	Deputy Chief	Municipalities North	
Т	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough	
	VACANT			Fed Non-DOD DOI, Bureau of Land Management	
Т	Jones	Dave	Mr.	DOD USAF, Eielson AFB	
Т	Loughton	Mike	Special Agent	Fed Non-DOD All Others, US Forest Service	
	VACANT			SOA DPS	
Е	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD	
Р	Nelson	Scott	Mr.	SOA All Others, DMVA	
U	Schwing	Brandon	TSgt	DOD USAF, JBER	
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD	
Е	Williams	Rick	Mr.	DOD, US Army - Alaska	
N/A	Young	Sam	Mr.	Fed Non-DOD All Others, TSA	

### Supporting Staff and Guests:

	U			
Р	Conant	Travis	Mr.	System Manager
Т	Kostelnik	Sean	Mr.	Motorola Solutions
Р	Reed	David	Mr.	Information Systems Security Manager
Т	Shafer	Sherry	Ms.	Document Specialist
Р	Smith	Del	Mr.	Operations Manager
Р	Stormo	Scott	Mr.	SOA OIT
Т	Ulrich	Naomi	Ms.	Motorola Solutions
Р	Woodall	Timothy	Mr.	ALCOM COR/PM



Date: January 8, 2020

2. Meeting Minutes and Action Items.

Agenda Item		
Call to Order	Mr. John Rockwell called the meeting to order at 1:33 p.m.	
Roll Call	Roll call was taken and a quorum of User Council (UC) members was in attendance.	
	Deputy Chief Doug Fournier and Mr. Tim Woodall joined the meeting after the roll call was read.	
Introduction of Guests/Special Announcements	There were no special announcements or guests	
Previous Meeting Minutes	John asked if everyone had a chance to review the December 2019 meeting minutes and if they had any changes or deletions. There was no discussion and no requests for changes	
	Motion: Approve the December 4, 2019, meeting minutes as written.	
	Motion: Mr. Greg Patz Second: Mr. Nate Skinner	
	There were no objections. The motion <b>passed</b> .	
Issues & Risks Log Item Number	Active Issue	Action Items Assigned
	John stated there were no updates to the current Issues and Risks Log.	
	Issues Closed at, or since, last meeting	
Action Items Review	Opened Items	Resolution
	John asked Ms. Sherry Shafer to provide the Action Items and she advised there were none from the December meeting.	
Operations Management Office	Mr. Del Smith, Operations Manager	Action Items Assigned
USARAK Battery Plant Rectifiers	1. Mr. Del Smith advised the latest information he had was work was slated to start on January 21.	
	Mr. Rick Williams noted this project was to replace the DC power plant and there were other follow on projects with regard to power.	
7.17 Upgrade	2. Del asked Mr. Scott Stormo if the State actions were completed and Scott stated they had not given Motorola the final close out actions at this time. He also advised there	



as still MotoBridge actions on the contract which had to be gured out but the 7.17 work was pretty much done.	
ick stated the MotoBridge was a punch list item and that he ad a meeting with Motorola next week regarding the JBER /AVE replacement for MotoBridge. Rick briefed they expect resolution/work date by the end of the month.	
ohn asked Rick for an update at the next meeting on the ogression and connection to WAVE.	
Del briefed this had occurred on October 23, 2019, and equested an update from Mr. Sean Kostelnik.	
ean advised this had been escalated to the Product Group in December 19 and the last update was January. They ponfirmed it was caused by the virtual management server (MS) lockup and it could have been the direct access orage (DAS). He added since that date, it had been scalated to the Development Team for further root cause ind analysis. No definitive explanation but they are making rogress in root causing it.	
el added this was still a concern for members and mphasized the main point was that it doesn't happen again.	
Del asked Mr David Reed for an update.	
avid stated the scanning of the Radio Network Interface RNI) was occurring and he would be heading to Fort /ainwright within the next couple of weeks to get it taken are of up there for the DOD. David added the final authority operate (ATO) is still on hold pending access to EMASS.	
Del briefed the Help Desk sends out notices every month agencies to reboot their consoles to apply the most recent ecurity patches. He added not all agencies are complying ad although the System Management Office (SMO) has the bility to remotely reboot consoles, he doesn't feel that is a bood idea. Del stated he wasn't sure what actions would otivate the agencies, and asked the council members to appress the importance to agencies whenever they got the poprtunity.	
avid stated there were currently 172 different clients we ack for patches and 32 of those have not been rebooted nce October 2019. Windows patches are pushed out on a onthly basis.	
Del asked Mr. Nate Skinner if there was any update on e transition plan and Nate stated they were continuing to	
	ured out but the 7.17 work was pretty much done. ck stated the MotoBridge was a punch list item and that he d a meeting with Motorola next week regarding the JBER AVE replacement for MotoBridge. Rick briefed they expect resolution/work date by the end of the month. In asked Rick for an update at the next meeting on the ogression and connection to WAVE. Del briefed this had occurred on October 23, 2019, and quested an update from Mr. Sean Kostelnik. ean advised this had been escalated to the Product Group December 19 and the last update was January. They nfirmed it was caused by the virtual management server MS) lockup and it could have been the direct access orage (DAS). He added since that date, it had been calated to the Development Team for further root cause d analysis. No definitive explanation but they are making ogress in root causing it. el added this was still a concern for members and nphasized the main point was that it doesn't happen again. Del asked Mr David Reed for an update. avid stated the scanning of the Radio Network Interface NI) was occurring and he would be heading to Fort ainwright within the next couple of weeks to get it taken re of up there for the DOD. David added the final authority operate (ATO) is still on hold pending access to EMASS. Del briefed the Help Desk sends out notices every month agencies to reboot their consoles to apply the most recent curity patches. He added not all agencies are complying d although the System Management Office (SMO) has the illity to remotely reboot consoles, he doesn't feel that is a ood idea. Del stated he wasn't sure what actions would otivate the agencies, and asked the council members to press the importance to agencies whenever they got the portunity. avid stated there were currently 172 different clients we tex for patches and 32 of those have not been rebooted neo October 2019. Windows patches are pushed out on a onthly basis.



·		
	work on it, but it didn't appear to be as complicated and they had first thought.	
	John stated they would be ready to brief the Executive Council on the status at their meeting later this month.	
December Document Reviews	7. Del advised the Security Controls Review Policy and Procedure 200-6, Radio Usage and Transmission Protocols Policy and Procedure 300-6, System Account Control Policy and Procedure 400-4, System Vulnerability Management Policy and Procedure 400-6, Roles and Responsibilities and the System Description had all been review/updated in December, as needed.	
December Metrics	8. Del stated there were 1,065,188 group calls, 1,938,550 PTTs and 508 busies in December. He added they went up approximately 55K in group calls, which could account for the increase in the busies.	
Annual Reports	9. Del advised the Operations Management Office (OMO) Annual Information Assurance Audit Report of Findings, User Council 2019 Annual Assessment on System Operations and Management Performance and the 2019 Business Case would all be sent to the members after the meeting for their review and approval/acceptance, so they could be presented to the Executive Council at their meeting on January 16 for approval.	
DOD Microwave Hops	10. Del briefed the State has been busy upgrading their microwave system over the past several months and there were a number of hops the DOD was responsible for that were still using Harris Constellation equipment. He reminded the DOD members those would also need to be upgraded.	
	Mr. Travis Conant, System Manager, noted the state had moved from Harris to Aviat equipment.	
	Del identified the hops and emphasized the microwave connectivity is a "must have."	
	Rick stated the US Army-Alaska (USARAK) hops were on the back burner somewhere, but stated he would need the details on what needs to be purchased and installed. He added there was no funding request yet, but as soon as he gets the necessary information, he would put in the requirement. Rick requested a copy of the State's SOW, if there was one available to use and that would speed things up, then he could get the project out for bid.	
	Travis stated there may be a separate Department of Defense (DOD) contractor for the microwave hops, but the	



System Management Office (SMO) was willing to work with the DOD to help get it done. Rick briefed he would love to work with the Air Force to get it under contract as soon as possible.	
Isolator Issues at Sites11. Del added there were also issues with the isolators at several of the sites - Harding Lake, Money Knob, Peger Road, Quarry Hill and Reindeer Hills – that were out of tolerance. He noted some of this equipment was 15 or more years old and needed to be tuned or replaced.	
Travis stated they ordered four isolators for different State sites and it was normally a four-week turnaround time to get the isolators replaced, but some re-tuning can take place on site plus they have some spares they can swap them out if needed. He stated they were currently looking at two for Quarry Hill and one at the R1 North site. Travis explained for the group that isolators isolate the transmit frequencies to prevent mixing.	
SMO Responsibilities12. Del reminded the group that the SMO responsibilities had changed with the new contract and they were only responsible for the radio frequency (RF) equipment, but not the isolators, polyphasers, etc., which are infrastructure items. He also added heating and cooling problems and other such infrastructure issues are the responsibility of the site owner. Del added that the SMO will notify the site owner when they see issues when they are on site for periodic maintenance inspections (PMIs), as a courtesy, so they can be addressed.	
John pointed out the wonderful working relationship the System users have with the OMO and SMO who are very proactive and are here to insure the sites are in the best shape possible, and he appreciates that.	
System Mr. Travis Conant, System Manager Action Iten	าร
Management Office Assigned	
R1 North1. Mr. Travis Conant advised a few weeks ago there was an interferenceInterferenceinterference issue, an illegal carrier, noted at the R1 site and it had taken a channel down. He stated they went to JBER and tested and had isolated it to a building on base.	
Travis briefed in the meantime, they lost an additional number of channels (eight total), which took the entire site offline. He stated they contacted Mr. Tim Woodall who went to the building where they found five mobiles on the wall. One by one, Mr. Woodall shut them off until they isolated the radio causing the problem. Travis advised this is precisely why it is important to service radios annually.	



el pointed out this radio had been identified in July 2019 on ne DiagnostX report, but had never been followed up on.	
. Travis briefed he'd had a meeting with the AWARN folks nd an SOA individual about putting a 700MHz site at the LMR Cottonwood site and they were to do a site walk this reek or next.	
el stated he had just talked to Jason Beach regarding the hange request for this and was informed this had been equested due to numerous joint ops between the State of laska (SOA) Troopers and Wasilla PD. He advised the alley public safety agencies felt the 700MHz frequencies ould provide better building penetration.	
. Greg Patz asked if there had been any feedback on the arris testing and Travis stated he had not heard back from nem since they cancelled the testing in December.	
el reminded everyone this was the testing for the XL185 nd XL200 radios.	
ohn also added Harris decided they were going to wait until bey were confident they would pass the multi-group revert est and had not provided a date they would come back yet.	
Ir. Scott Stormo	Action Items Assigned
Scott stated they were about a third of the way through the update of the 55 microwave hops and multi-protocol label witching (MPLS), and there would continue to be short utage notifications from the Help Desk. He added he ppreciated everyone's patience while they worked to nprove the system.	
Scott briefed that on and off over the last year he had alked with DOD because they have to rely on the SATS uys or the ALMR guys or Motorola monitoring to notify us of roblems, but we still need to figure out who to call regarding te maintenance issues. He added they have to make it ork better. Scott stated for the military it's more complicated, because they don't have a SATS-like office edicated to the sites. He advised we all have to work ogether to come up with a plan and the SOA and DOD rould be getting together to start that initiative.	
. John stated the Governor had submitted his initial budget, hich Scott confirmed, then the revised budget would be ubmitted on February 13.	
	A (1 1)
Ir. Timothy Woodall	Action Items Assigned
	Travis briefed he'd had a meeting with the AWARN folks of an SOA individual about putting a 700MHz site at the JMR Cottonwood site and they were to do a site walk this seek or next. el stated he had just talked to Jason Beach regarding the lange request for this and was informed this had been quested due to numerous joint ops between the State of aska (SOA) Troopers and Wasilla PD. He advised the illey public safety agencies felt the 700MHz frequencies build provide better building penetration. Greg Patz asked if there had been any feedback on the arris testing and Travis stated he had not heard back from em since they cancelled the testing in December. el reminded everyone this was the testing for the XL185 ad XL200 radios. the also added Harris decided they were going to wait until ey were confident they would pass the multi-group revert st and had not provided a date they would come back yet. <b>r. Scott Stormo</b> Scott stated they were about a third of the way through e update of the 55 microwave hops and multi-protocol label vitching (MPLS), and there would continue to be short tage notifications from the Help Desk. He added he opreciated everyone's patience while they worked to prove the system. Scott briefed that on and off over the last year he had tked with DOD because they have to rely on the SATS rys or the ALMR guys or Motorola monitoring to notify us of oblems, but we still need to figure out who to call regarding e maintenance issues. He added they have to make it ork better. Scott stated for the military it's more implicated, because they don't have a SATS-like office edicated to the sites. He advised we all have to work gether to come up with a plan and the SOA and DOD bould be getting together to start that initiative. John stated the Governor had submitted his initial budget, nich Scott confirmed, then the revised budget would be



	the past year concerning the invoicing process. He added in the next couple months, they need to bring together the right financial/resource management people who will be making the payments and those who approve them and agree on a process timeline, whether it's a one-time shot or quarterly payments, because we have a variation of invoices being paid and not paid. Mr. Woodall added they still have funding from a previous fiscal year still outstanding and they need to resolve that.	
Equipment Ownership	2. Mr. Woodall noted with regard to the equipment ownership we have a Service Level Agreement (SLA) that outlines responsibilities. He added under the previous contract Bering Straits Information Technologies (BSIT) was responsible for identifying any issues and provide a technical solution/cost estimate, but this was not renewed when Motorola became the prime contract holder. Mr. Woodall advised part of that conversation will be how we identify what equipment belongs to who and we may need to expand the SLA and those responsibilities to maintain it at a specific level. He stated the expectation is that we can ask the SMO or Motorola to look for those sorts of things when they do PMIs, but the DOD doesn't have a pot of money that sits around, so from a lifecycle standpoint, they need to come up with an evaluation process to identify equipment and when it will need replacement and add that into the upgrades.	
Next Upgrade	3. Mr. Woodall briefed he was working with the Army and the Air Force at the major command level and confirming with them the cost of the next upgrade from the information Motorola has provided. He added the DOD understands if the SOA doesn't complete the Quantar upgrade, the ability to move to the next level may be delayed, or depending on their thought process going forward, the sustainment of the System in a Risk Management Framework (RMF) compliant status is at risk.	
	Mr. Woodall advised that because of that risk, Lieutenant General Bussiere sent a letter to the Governor letting him know the DOD thought it was important to fund the System and requested the Governor get back with them as soon as possible and notify them if the SOA was going to be able to move forward, because the DOD would have some significant funding and programmatic decisions they would need to make, if not.	
	Mr. Woodall stated because of the potential costs, the ability to get the funds in short term is highly unlikely, and the ability to sustain operations comes down to whether Motorola is willing to continue to do critical patching beyond November 2020. He advised the DOD asked Motorola to provide a presentation at the next Executive Council meeting providing	





FirstNet Works	2. Bruce advised everyone he was not trying to sell AT&T or FirstNet, but he was recently in Olympia, Washington, for a presentation by the Department of Natural Resources regarding their experience with FirstNet during the Soldotna fire. He added he had switched to the FirstNet SIM card in November and just sitting there in the room for the council meeting, he ran a speed test and had access at 147mps which is stunning on an iPhone. Bruce state where you are lucky enough to be near a port, it's a pretty cool functionality.	
SCIP Updates	3. Bruce added if anyone was interested in doing a State Communications Interoperability Plan (SCIP) plan update, they've been able to do them successfully by webinar so people don't' have to drive long distances, and they were available to offer that help.	
Next meeting	Discussion	
	John stated the next meetings are February 5 and March 4.	
Adjournment	Discussion	
	John asked if there was any other business for discussion and hearing none, he requested for a motion to adjourn the meeting.	
	Motion: Adjourn the January monthly User Council meeting.	
	Motion: Nate Second: Deputy Chief Doug Fournier	
	There were no objections. The motion <b>passed</b> .	
	The meeting adjourned at 2:35 p.m.	