



ALASKA LAND MOBILE RADIO

Alaska Land Mobile Radio Communications System

System Management Office (SMO) Customer Support Plan (CSP)

Version 16

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Document Revision History

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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 will 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 Public Safety Communication Services (APSCS): a State of Alaska (SOA) office in the Department of Public Safety (DPS) that operates and maintains the SOA Telecommunications System (SATS) supporting ALMR and provides public safety communication services and support to state agencies.

Alaska Municipal League: a voluntary non-profit organization in Alaska that represents 165 cities, boroughs, and unified municipalities.

BSIT: Bering Straits Information Technology, LLC

Case Number: number assigned to a user's request for service.

Cybersecurity/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. The terms Cybersecurity and IA are synonymous and can be used interchangeably, whenever possible use the preferred term.

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 Public Safety (DPS): State of Alaska (SOA) department where the SOA Telecommunications System (SATS) and ALMR programs reside.

Dual Dynamic Mode: This mode of operation is a mix of FDMA and TDMA. By default, this mode will try to operate in TDMA but will revert to FDMA if a radio out in the field is not TDMA capable.



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: governing body made up of three primary 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).

Frequency Division Multiple Access (FDMA): A channel access technique found in multiple-access protocols as a channelization protocol. This is the default mode in the trunking system. One talkgroup per channel.

Field Replaceable Unit (FRU): any module or board that can be removed from a piece of fixed equipment and exchanged with an identical module or board.

Gateway: a device that allows a disparate radio to communicate in real time, overcoming spectrum, formatting, and other technical challenges. ALMR utilizes MotoBridge™ gateways.

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

IOMS: Infrastructure Operation and Maintenance Services

ISM: Integrated System Management

ISSM: Information Systems Security Manager

Key Management Facility (KMF): allows for secure re-keying of radios over the air.

Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(14).

Member: a public safety agency including, but not limited to, a general government agency (local, state, tribal, 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. Also referred to as a user agreement.



Mobile Radio: a radio that is installed in a vehicle and has a medium to high power output.

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.

OEM: original equipment manufacturer

Operations Manager (OM): 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; establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement in coordination with the User Council.

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.

Quality Assurance/Quality Control (QA/QC) Officer: a person designated by the Contracting Officer to perform QA/QC functions regarding the IOMS contract. The QA/QC Officer ensures that the services provided by the IOMS contractor meet the contract requirements.

PMI: preventative maintenance inspection.

POC: point of contact.

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

Radio: a subscriber unit.

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.

SATS: the State of Alaska statewide telecommunications system microwave network.

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 describe the maintenance standards for the ALMR system infrastructure. ALMR cost share services are also outlined in the SLA.

SM: System Manager

SOC: Secure Operations Center

SSC: Motorola System Support Center

ST: System Technologist

State of Alaska (SOA): the primary maintainer of the SATS (the State's microwave system), and shared owner of the system. The State of Alaska sponsors local/municipal agencies onto the system.

Statement of Work: agreement that defines the scope of contracted work.

Subscriber: an individual or company 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 burden cost share in the applicable Memoranda of Agreement (MoA).

System: the ALMR Communications System, as established in the Cooperative Agreement, and 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 operations of the system.



System Support Center (SSC): Motorola's System Support Center housing the Motorola Technical Support Operations (TSO) located in Schaumburg, Illinois.

Talkgroup: the electronic equivalent of a channel on a trunked system; a unique group of radio users that can communicate with each other.

Time Division Multiple Access (TDMA): This mode doubles the voice capacity that FDMA uses for more efficient use of the spectrum (two talkgroups per channel).

Template: the software programmed in a radio provided to customers by the OMO that controls the radio functions and communication capabilities.

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.

Trunking: because of the limited nature of radio spectrum, trunking technology allows the most efficient use of radio channels. Trunking technology is similar to the technology that telephone companies use. In trunked radio communications, all available user channels are placed into one pool. When a person needs to transmit, a channel is automatically selected from the available pool and used for one's transmission. When the person is finished with one's transmission, the channel is placed back in the pool for another individual to use. The result is more efficient use of radio spectrum with a minimal probability of not having access to a channel.

TSO: Technical Support Operations

USARAK: United States Army-Alaska

User: 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. All terms and conditions of the Cooperative and Mutual Aid agreement defined apply to local/municipal government agencies that are sponsored/represented by the State of Alaska.

User Council: the governing body 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.

Wireless Communication: the transfer of electromagnetic signals from one location to another without cables, often using infrared light or radio waves.



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SMO Customer Support Plan*

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



1.0 Executive Summary

The System Management Office (SMO) Customer Support Plan (CSP) identifies required performance and reporting criteria. It also identifies the services provided to the Alaska Land Mobile Radio (ALMR) Communications System user community and outlines the roles and responsibilities of the SMO.

The Infrastructure Operations and Maintenance Services (IOMS) statement of work (SOW) was jointly developed by the State of Alaska (SOA) Alaska Public Safety Communication Services (APSCS) and Headquarters Alaskan Command (HQ ALCOM). The IOMS contract supports the ALMR System by providing a comprehensive suite of services including cooperative management and support for and between multiple militaries, Federal, State, tribal, and local agencies.

2.0 System Management Office Services

The SMO provides an integrated suite of services to ALMR users. Those services include access management, asset management, change management, configuration management, fleetmap management, performance management, problem management, service/Help Desk, preventive maintenance service, and reports.

2.1 System Management Organization

The SMO support organization and maintenance structure follows. SMO staff personnel are listed as Attachment A, Staff Contact Information.

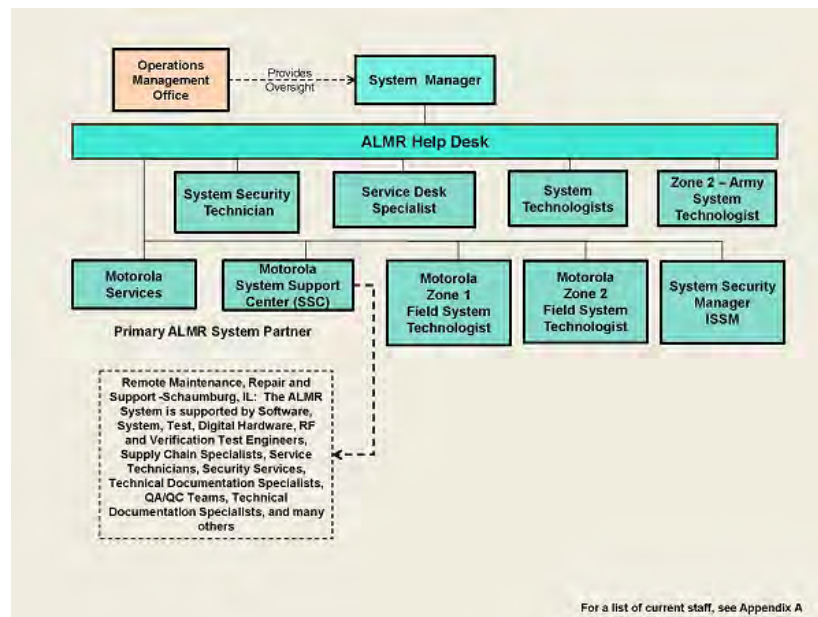


Figure 2-1. SMO Organizational Chart



2.2 Operations Management Office

The Operations Management Office (OMO) is the oversight arm of the ALMR system. The OMO also recommends all ALMR policies, procedures, and guidelines, identifies technology and standards, and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

2.3 OMO/SMO Relationship

The OMO provides oversight of the duties and responsibilities of the SMO to ensure the availability of ALMR 24 hours a day, 7 days a week, and acts as the single point of contact between the User Council and the SMO. The OMO also monitors, audits, and reports on SMO compliance with system service agreements ensuring appropriate quality assurance and quality control for member agencies.

3.0 Help Desk

The Help Desk strives to provide value added support by assisting with all user requests. Services requested beyond those defined by the contract are routed, as appropriate.

3.1 Mission

The Help Desk is a function of the SMO and provides a single point of accountability for all users of the ALMR system. The Help Desk provides courteous assistance and round-the-clock support using skilled Customer Support Specialists and OEM-trained Technical Support Specialists and/or System Technologists. The Help Desk provides many levels of support to its customers.

The Help Desk acts as the interface between the system and the user community. The Help Desk resolves issues and helps the user maximize their use of ALMR. As appropriate, the Help Desk refers calls to both the System Management and Operations Management Office teams for resolution.

3.2 Services

The Help Desk provides notifications of service disruptions, tracks trends, and provides exemplary levels of service to the user community.

The Help Desk provides the following services to ALMR users: Information on the services listed, including specific information regarding how services are requested, what to expect regarding service delivery times, and how services are delivered, is provided in table format in Section 7.



Service Category:	Services Include:
Information Services	User inquiries, add, change, delete radios; information and contact requests
Reporting Services	Daily, weekly, and monthly reports providing system status, issue tracking and issue resolution information
Asset Management Services	Inventory lists, lost/stolen equipment: advanced replacement, equipment repair
Integrated System Management Services	Coordinate user services, support ALMR user groups; cybersecurity management
System Maintenance Services	Preventive maintenance, OEM-authorized technologist services;
Technical Support Services	24/7 system monitoring, issue/dispatch management, diagnosis, and resolution of system performance services
Security Services	System vulnerability assessments, user accounts, RMF compliance

Figure 3-1. SMO Services

Any ALMR user may open a service request for assistance with issues pertaining to the system. An authorized agency point of contact (POC) will need to open or approve any requests that result in a change in service. In the event a user is not aware of the need for a change in service to resolve an issue, the Help Desk will contact the agency POC on record in the SMO for approval. Some Help Desk services require the approval of an authorized POC, and some do not. See Section 3.11 for more information regarding the POC roles and responsibilities.

3.3 Contacts and Hours of Operation

Normal Operations		
Contact Type	Hours of Operations	Contact Detail
In Alaska - Telephone	24/7 Coverage	1-907-334-ALMR (2567) within the Anchorage bowl, or 1-888-334-ALMR (2567) outside the Anchorage bowl but within Alaska
Outside Alaska – Telephone (including mobile phones)	24/7 Coverage	Out-of-State callers must dial 907-334-ALMR (2567)
E-mail	E-mail responses are sent Monday through Friday from 7:30 a.m. to 4:30 p.m. AST (except State holidays)	ALMR-Helpdesk@beringstraits.com



In Person	Monday through Friday from 7:30 a.m. to 4:30 p.m. AST (except State holidays)	Visit the Help Desk at 5900 E. Tudor Road, Suite 121, Anchorage, AK during normal business hours from 7:30 a.m. to 4:30 p.m.
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Figure 3-2. SMO Hours of Operation

3.4 Workflow

When a service request is received by the Help Desk, a ticket is opened using a Help Desk software application that delivers the automation and integrated tools necessary to cost-effectively manage ALMR assets and deliver superior end-user support. See the following process flow for a high-level view of the Help Desk workflow.

ALMR Help Desk High Level Process Flow

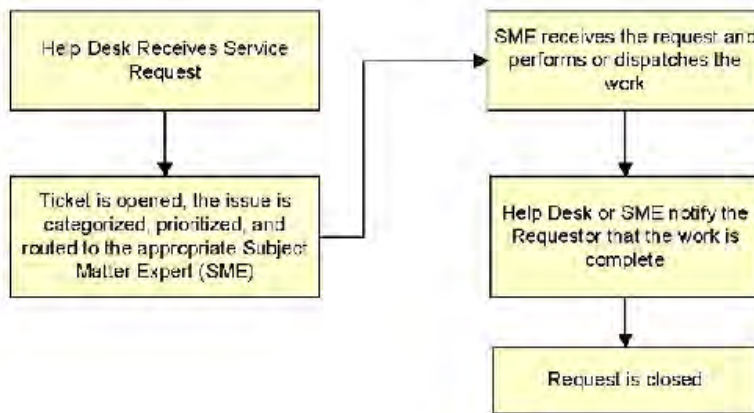


Figure 3-3. Help Desk Workflow Chart

3.5 What to Expect from the Help Desk

When contacting the Help Desk with a request, clearly identify the issue. The representative will ensure your problem is properly identified and routed to provide the best response for resolution. Requests requiring a change in service will be directed to the agency POC for approval prior to completion of the request.

The Help Desk will open a new entry using the service request tracking application. This will identify the requestor, date and time of the service request, assignment, appropriate service request category and priority.

Priority levels assigned for response and resolution as defined by the terms of the support contract and the Service Level Agreement (SLA). The ALMR Severity and Response Metrics table below is used to evaluate and assign request severity and response times (all services are subject to current contract agreements). It is important to have as much information as possible



regarding the issue provided to the Help Desk when opening a service request (i.e., mile marker, affiliated site, portable/mobile radios, etc.)

Severity 1 – Major System Failure		
Subsystem Impacted	Remote Telephone Response Time	On Site Time
Master Site Zone Controllers	1 hour	2 hours
Category 1 RF Sites*, Consoles & logging Equipment	1 hour	2 hours
Category 2 RF Sites** Consoles & logging Equipment	2 hours	8 hours
Category 3 RF Sites*** Consoles & logging Equipment	4 hours	24 hours
Management Terminals Used for Maintenance – NMT & KMF	2 hours	8 hours
System Gateways - MotoBridge™	2 hours	8 hours
Vendor Maintained Microwave	1 hour	2 hours
Severity 2 – Significant System Impairment & Intermittent Problems		
Subsystem Impacted	Remote Telephone Response Time	On Site Time
Master Site Zone Controllers	2 hours	2 hours
Category 1 RF Sites*, Consoles & logging Equipment	2 hours	2 hours
Category 2 RF Sites** Consoles & logging Equipment	4 hours	8 hours
Category 3 RF Sites*** Consoles & logging Equipment	8 hours	24 hours
Management Terminals Used for Maintenance – NMT & KMF	4 hours	8 hours
System Gateways - MotoBridge™	4 hours	8 hours
Vendor Maintained Microwave	2 hours	2 hours
Severity 3 – Parts, Upgrades, Intermittent problems, Issues Currently Under Observation		
	Remote Telephone Response Time	On Site Time
	Within next business day	Within next business day
Severity 4 – Scheduled Maintenance		
	Remote Telephone Response Time	On Site Time
	As Scheduled***	As Scheduled***



* Category 1 – A critical site within 30 miles of a military base, Anchorage, Fairbanks, Juneau, Palmer/Wasilla, Soldotna/Kenai, or any site so designated

**Category 2 – Other drive-to sites – not critical

***Category 3 – Helicopter (Helo.) sites (some helo. sites are classified as Category 1)

Figure 3-4. Severity and Response Metrics

3.6 After-Hours Support

For non-emergency calls, if nobody answers the phone then please leave a voice mail message and your issue will be responded to the next business day.

For after-hours emergency support, call the Help Desk and the SOA Teams phone system will automatically route your call to the after-hours on-call technicians. To receive proper assistance, please provide location, contact information and details of the issue.

A SMO System Technologist assigned to the case will make contact in accordance with the severity level as shown in Severity & Response Matrix in Section 3.5.

To quickly locate the information needed to open a service request, see Attachment B - Help Desk Quick Reference Card.

For a description of Help Desk Services, see Section 7.0, Customer Support Services and Reports.

3.7 Issue Tracking and Resolution

The system is comprised of thousands of users operating on multiple sites that utilize different mediums of connectivity. Issue tracking and resolution services are for all user agencies, administrators, and service providers. It is the intent of the Help Desk for all ALMR participants to call one number to report system issues. This will allow the SMO the ability to capture, track and report all issues. While this service is designed to deal primarily with ALMR infrastructure, the Help Desk will accept all calls dealing with possible communications service issues relating to the system.

The Help Desk uses software to track system issues. The Help Desk closes a corresponding service request once the system issue has been resolved to the satisfaction of the user.

3.8 Service Requests Tracking and Resolution

Once a service request is generated, the requestor is notified of any change in the status of the service request by the SMO subject matter expert assigned, or the status of a service request can be obtained by contacting the Help Desk and requesting an update.

To follow up on a service request after hours, contact the Help Desk to reach the on-call technologist. Provide the case number and request an update.



Service requests are routed to the proper subject matter expert for resolution. The resolution requirements for maintenance requests are defined by the SLA and are detailed in the previous section.

The Help Desk uses software to track service requests and provide the following services:

- Track service request tickets and related resolution response time
- Generate reports

The Help Desk or subject matter expert closes the service request once the work has been resolved to the satisfaction of the user.

3.9 Customer Feedback and Complaints

To express dissatisfaction with the resolution of the request, or provide other feedback, contact the Help Desk to escalate the issue to the System Manager.

Users may also submit a Customer Complaint Record (Attachment C) to the Help Desk, System Manager, or directly to the OMO.

3.10 Notifications

During normal business hours, notification of all system outages, scheduled maintenance and updates are sent out via email from the Help Desk to all designated members of the SMO Notification List. POCs will designate membership on this list. These notifications are designed to alert users of infrastructure failures and maintenance that have the potential to affect the users. After normal business hours, holiday, and weekend messages from the after-hours Motorola® System Support Center (SSC) are forwarded to all members on the SMO Notification List. The overview of the notification metrics is listed below as shown in Severity and Response Metrics matrix in Section 3.5.

3.11 Points of Contact (POCs)

The SMO currently provides support for various government communications agencies.

Upon receipt of a new membership agreement, the SMO works with the agency POC to identify the individual(s) authorized to request changes in ALMR service and/or receive system notifications for that agency. Only the persons identified on the POC list will be authorized to make changes or request information based on the authority level given.

POCs are also responsible for notifying the Help Desk of any changes to the POC profile and/or notification list by submitting an updated Help Desk Notification Request Form (Attachment D). This form may be requested through the Help Desk.



3.12 Technical Support

The SMO, supported by the Motorola® SSC in Schaumburg, Illinois, monitors ALMR system equipment and subsystems 24 hours a day, 365 days a year. This group of trained technologists uses proven tools to monitor communications systems. Once a failure is detected, they immediately page the designated technologist(s) located in Alaska to identify the problem. The technologist diagnoses the problem and if the cause is an ALMR infrastructure failure, the technologist takes the necessary action to resolve the issue, within contracted response times. For issues that are caused by services external to the ALMR infrastructure, such as microwave, leased circuits, or power not supported by contract, the technologist will notify the organization responsible and coordinate issue resolution.

Original equipment manufacturer (OEM) trained SMO technologists, in conjunction with the Motorola® technologists and the Motorola SSC, provide:

- Remote technical support response
- Issue/dispatch management
- System monitoring 24/7
- Network security monitoring
- Advanced technical support
- Engineering support for field technologists to resolve maintenance issues
- Software support for field technologists to resolve maintenance issues
- Infrastructure depot repair for equipment that has failed
- Diagnosis and resolution of system performance issues
- Response to system events
- Coordination and dispatch of on-site response service
- Information Assurance Security updates

4.0 Infrastructure Maintenance

OEM-trained technologists are provided by in-state resources to meet ALMR maintenance requirements. Out-of-state resources are available for additional support, if required to maintain the system. Infrastructure maintenance services may include:

4.1 Preventive Maintenance Inspection (PMI)

- Operational test and alignment on customer infrastructure equipment
- Verify infrastructure equipment meets OEM specifications
- Annually performs operational tests and alignments on the ALMR infrastructure network equipment

4.2 OEM-Authorized Technologist Services

- Optimizes and ensures the equipment meets OEM specifications
- Provides required system backups



- Provides Master Site maintenance
- Supports Help Desk functions

5.0 Customer Support Services and Reports

There are a wide variety of services available through the SMO. A high-level list is provided in Section 7. The tables that make up this section provide specific information about what services are provided, how services are requested, who can receive the services, what to expect regarding service delivery times, and how services are delivered. Additional reports that round out the SMO services are also listed in the Customer Support Service Tables in this section.

6.0 Roles and Responsibilities

6.1 System Manager

The System Manager (SM) is a full-time employee assigned to oversee management, operations, and maintenance of ALMR systems and operations. 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. To successfully perform this role, the SM will be supported by the System Technologists and the agency and vendor maintenance team.

Responsibilities include:

- Primary Contact - serving as the single focal point for all agreement, service compliance and quality control issues; interfacing with key personnel supporting the system to bring satisfactory resolution to any outstanding issues.
- Consolidated Reporting - consolidating and presenting to ALMR all required reporting data on an agreed upon basis. This information includes service repair history, performance metrics, benchmarking data, and inventory management.
- Long-Term Planning - working closely with the User Council, the SM will assist in developing a long-term wireless technology plan.
- Transition Management - if new sites migrate to this agreement, it will be the responsibility of the SM to ensure that consistent procedures are implemented for successful service transition. This responsibility includes developing customer support procedures and ensuring that an effective communications plan has been presented to all ALMR resource owners impacted by the transition.
- Asset Management Oversight - coordinates inventory issues with the Asset Manager.
- Managing Service Delivery - managing quality-of-service delivery. This includes ensuring that all utilized service entities are properly trained, documented, and capable of responding to ALMR service requirements.
- Tracking Service History - in addition to managing ALMR inventory by site, the SM is also responsible for tracking service history. This information will be managed on an on-going basis and submitted to the OMO and User Council, where it will be used to recommend upgrades.
- New Equipment Acquisition – assisting ALMR equipment owners in the ordering of radio equipment.



- Change Management - Implement changes to the database and escalation procedures.

6.2 Information Systems Security Manager

The Information Systems Security Manager (ISSM) is a contract employee who interfaces with the OM, SM, and all ALMR user agencies to ensure the system remains secure and reliable.

The ISSM is responsible for ensuring that all applicable ALMR security plans, policies, and procedures are created, implemented, followed, and updated as necessary. ALMR is required to comply with Department of Defense (DOD) cybersecurity guidance and instructions. As a part of this compliance requirement, the ISSM maintains a system configuration state that can be assessed and authorized through the Risk Management Framework (RMF) process. This is a vital part of ensuring that all DOD user agencies on ALMR are operating within compliance of DOD Instruction 8510.01. – *Risk Management Framework (RMF) for DoD Information Technology (IT)*.

Responsibilities include:

- Creating and maintaining ALMR system security plans, policies, and procedures
- Creating and maintaining system user accounts
- Implementing and maintaining system user cybersecurity awareness training
- Implementing and maintaining system configuration manuals
- Responding to system security incidents
- Performing regular system vulnerability assessments
- Creating and maintaining a continuous monitoring strategy to ensure RMF compliance.

6.3 System Technologist

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

Responsibilities include:

- Providing technical support with operational availability 7 days per week, 24 hours per day, as appropriate for severity level
- Responding to requests for technical support, in accordance with required response times and performance levels
- Maintaining and having access to selected test equipment for system simulations of current released manufacturing supported versions, as needed
- Advising users/callers of procedure that will be used for system restoration or issue resolution.
- Coordinating with the ST in the field until closure of the case number for issues resolution
- Escalating support issues to Motorola® engineering and product groups, if necessary
- Providing a single focal point for any systemic issue and manage the systemic issue to resolution.



- Escalating the case number to the appropriate party/parties upon expiration of the applicable response time
- Utilizing Motorola system tools to configure/maintain the ASTRO 25 system (Unified Event Manager, Zone Watch, Voyance, UNC Wizard, Provisioning Manager, and PRNM Suite functions)
- Provisioning radio additions, changes, and deletions in the Provisioning Manager and Key Management Facility (KMF) client for encrypted radios. Agencies will use Attachment E – Subscriber Request Form to submit requirements to the Help Desk. (Template downloadable from the ALMR web site.)
- Creating Multi-Groups and Talkgroups in the Provisioning Manager. Agencies will use Attachment F – Talk group Sharing Agreement to submit requests to OMO or Help Desk. (Template downloadable from the ALMR web site.)

6.4 Asset Manager

The Asset Manager is a BSIT employee who 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, to removal and final disposal.

The Asset Manager must be notified of any changes to previously approved equipment, so the integrity of ALMR is maintained.

Responsibilities include:

- Ensuring that the Asset Management Procedure is reviewed on a regular basis, and updated as needed,
- Maintaining a permanent record of all reported changes to infrastructure equipment on the ALMR system, including consoles and software versions,
- Providing Subscriber Request Form (Attachment E) and Equipment Movement Form (Attachment G) to POCs to maintain the integrity of asset management records,
- Tracking Advanced System Key (ASK) serial number(s) and expiration date(s), and
- Providing an annual inventory report listing all subscriber units and reported equipment connected to ALMR, to include spare equipment, to the owning agencies' POC by the end of December each year.

Owning agencies' responsibilities include:

- Disposing of 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, where applicable,
- Protecting all property and taking reasonable precautions against theft and abuse and reporting lost or stolen assets in accordance with Asset Management Procedure 400-8,
- Physical inventory management of infrastructure equipment, software, infrastructure spare equipment and subscriber equipment owned by their organization,
 - It is suggested that agencies provide the Asset Manager with the value of their equipment and the accounting code they use to track its costs.



- Notifying the Help Desk of any additions, changes, or deletions in subscriber units or infrastructure on the system. Radio subscriber additions, changes, or deletions, use the Subscriber Request Form at Attachment E. (Template downloadable from the ALMR web site.) For infrastructure equipment (i.e., GTRs consoles, etc.), use the Equipment Movement Form at Attachment G.

The ultimate authority for ensuring compliance with inventory/accountability issues lies with the User Council. If inventory problems are experienced, the SM investigates and determines what corrective actions are required and makes recommendations to the User Council.

6.5 Service Desk Specialist

The Service Desk Specialist is the primary responder for dispatching the issues and requests received by the Help Desk. Responsibilities for the Help Desk are listed in Section 3.

6.6 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



7.0 Customer Support

7.1 Services

Service	Responsible Staff	Automatic – A Requested – R	How Requested	Service Delivery Time	Delivery Method & Target	Other Responsible Parties
Information Services						
Change in request status notification	HDT	A	NA	Daily	Email	
Manage Service Requests	HDT	A	NA	Daily	Email	
Obtain approval from POC as required for all requested changes to service	HDT	A	Phone or Email	Daily	N/A	POC Approval
Receive, log and manage customer complaints	HDT	R	Phone, Email, or Person	As Needed	Email, Phone	
General Inquires	HDT / SM	R	Phone, Email, or Person	As needed	Email, Phone	
Reset radio	HDT	R	Phone, Email, or Person	2 business days	Email, Phone	
Activate radio	HDT	R	Phone, Email, or Person	2 business days	Email, Phone	POC Approval
Complaint Response Form provided	HDT	R, A	Phone, Email, or Person	2 business days	Email, Phone	
System Key Requests	HDT	R	Phone, Email, or Person	5 business days	Email, Phone	POC Approval
Security Training Request	HDT	R	Phone, Email, or Person	5 business days	Email, Phone	POC Approval

AM – Asset Manager SM – System Manager DS – Documentation Specialist ISSM – Information Systems Security Manager SUB – Subcontractor HDT - Help Desk



Service	Responsible Staff	Automatic – A Requested – R	How Requested	Service Delivery Time	Delivery Method & Target	Other Responsible Parties
User Account Requests	HDT	R	Phone, Email, or Person	2 business days	Phone or Email	POC Approval
Site Book Information Requests	HDT	R	Phone, Email, or Person	2 business days	Phone or Email	OMO Approval
Planned Outage Notification	HDT	A	Phone or Email	ASAP with updates	Phone or Email	
Unplanned Outage Notification	HDT	A	Phone, Email, or Person	1 hour	Phone or Email	
PMI Schedule Information Request	HDT	R	Phone or Email	2 business days	Phone or Email	
POC Change Requests	HDT	R	Phone or Email	2 business days	Phone or Email	POC
Asset Management						
Maintain Shared Asset Inventory	AM	A	N/A	N/A	Email-Agency appointed Asset POC	System Technologist
Manage Asset Decommission	AM	A	N/A	TBD	Customer Pickup	System Technologist
Compile Service Request History	AM	A	N/A	N/A	N/A	HDT
Dispatch/Escalation Process						
Dispatch/Escalation Process	SM	R	Help Desk	TBD		Motorola System Support Center

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Service	Responsible Staff	Automatic – A Requested – R	How Requested	Service Delivery Time	Delivery Method & Target	Other Responsible Parties
Annual PMI <ul style="list-style-type: none"> Operational test and alignment on infrastructure and network equipment Annual verification that the infrastructure meets OEM specs Operations testing and alignment plan and schedule 	SUB	A	N/A	Annual Annual Weekly	Onsite maintenance	
Provides system backups	ISSM	A	N/A	Daily	System Server	
Provides Master Site Maintenance	SUB	A	N/A	As Needed	On Site Maintenance	
Supports Help Desk Functions	DS					
Develop policy, process, and procedure to manage ALMR issues from identification to resolution to include: <ul style="list-style-type: none"> Coordinate meetings and conference calls to address ALMR system issues When a problem is reported or detected that affects the normal operation of the System, determine the appropriate course of action Keep the affected parties informed in a timely Provide notification of the outcome to the affected ALMR agencies 	SM	A	N/A	As Needed	Variable	
Integrated System Management						
Communicate System performance via comprehensive system metrics report	SM, ISSM	A	NA	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization– GoS with Auto Busy Hour; UEM Site Availability	

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Service	Responsible Staff	Automatic – A Requested – R	How Requested	Service Delivery Time	Delivery Method & Target	Other Responsible Parties
Track Trends	SM	A	N/A	Daily / Weekly / Monthly	Weekly Site Busy Report / Monthly Voice and Data Detail Report / Monthly Motorola® Reports	
Plan and manage system change	SM	A / R	Contact Help Desk	As Needed	System Change Request Management Form/Process	
Support ALMR user groups	SM	A / R	Contact Help Desk	Monthly / Annually / As needed	Meeting / User Surveys / ALMR Newsletter	
Plan and manage technical support technology planning	SM	A / R	Contact Help Desk	Annually / Monthly / Weekly / As needed	Annual Report	
Coordinate system configuration management / administration	SM	A / R	Contact Help Desk	Daily / As needed	Variable	
Key Management Facility support	SM	R	N/A	As needed	Monthly Report	
Manage Help Desk support	DS	A	N/A	As needed	E-mail, Phone, In Person	

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7.2 Reporting Metrics

Report	Responsible Staff	Automatic-A Requested – R	How Requested	Report or Document Due date / Delivery Time	Delivery Method & Target	Other Responsible Parties
Information Services Reports						
Issue Tracking & Resolution	HDT	A	N/A	Daily	Daily System Status Report/ SMO Notification List	
Provide statistical reports: carryover calls, new calls received, calls closed, and calls carried over to next month. Provide narrative, tabular, and graphic form that summarizes call activity for the month.	HDT	A	Phone, Email, or Person	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability Monthly	May be requested via OMO
Asset Management Reports						
Annual Asset Inventory Report	AM	A	N/A	October 31st	Email-Agency appointed Asset POC	
Provide Updated Inventory Report	AM	R	Contact Help Desk	10 business days	Email-Agency appointed Asset POC	
Provide Service Request History	AM	R	Contact Help Desk	10 business days	Email-Agency appointed Asset POC	

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Report	Responsible Staff	Automatic-A Requested – R	How Requested	Report or Document Due date / Delivery Time	Delivery Method & Target	Other Responsible Parties
Provide Loss/Damage / Destruction Report	AM	A	N/A	As Needed	Email-Agency appointed Asset POC	
System Maintenance Reports						
Preventive Maintenance Logs	DS	A	N/A	Weekly	CommShop3 60	May be requested via OMO
ALMR System Performance Report	SM	A	N/A	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	May be requested via OMO
Maintenance Customer Support Plan	SM	A	N/A	Annual		
Report of all System issues including cause origination (ALMR System or supporting networks and sites) including issue description, case number, status and site ID	SM	A	N/A	Daily	Daily System Status Report	
Report of open System issues for all ALMR infrastructure system sites including site location, case number, maintenance contract status, site owner and channel (for RF sites)	SM	A	N/A	Daily/Monthly	Daily System Status Report/Monthly Help Desk Metrics Report	
Record of PM performed	SM	A	N/A	Daily & Weekly	Daily System Status Report	
Preventative maintenance schedule	SM	A	N/A	Daily & Weekly	Daily System Status Report	

AM – Asset Manager SM – System Manager DS – Documentation Specialist ISSM – Information Systems Security Manager SUB – Subcontractor HDT - Help Desk



Report	Responsible Staff	Automatic-A Requested – R	How Requested	Report or Document Due date / Delivery Time	Delivery Method & Target	Other Responsible Parties
Operational statistics to include uptime, utilization, and fault management	SM	A	N/A	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	
Integrated System Management Reports						
Communicate System Performance via comprehensive System Metrics report	SM, ISSM	A	NA	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	AM, DS
Plan & Coordinate Change Management Process	SM	A	NA	As Needed	Newsletter	

AM – Asset Manager SM – System Manager DS – Documentation Specialist ISSM – Information Systems Security Manager SUB – Subcontractor HDT - Help Desk



Report	Responsible Staff	Automatic-A Requested – R	How Requested	Report or Document Due date / Delivery Time	Delivery Method & Target	Other Responsible Parties
Monthly Statistical Report including calls and usage by zone, call duration, talkgroup usage, maintenance and issues by type and by priority; overall system metrics and system service level performance; System uptime, fault management, cause origination	SM	A	N/A	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	AM, DS
Help Desk Reports to include statistics regarding carryover calls, new calls received, calls closed, and calls carried over to next month and prepare a statistical report in narrative, tabular and graphic form that summarizes call activity for the month	DS	A	N/A	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	
System Performance Report detailing, ALMR system zone statistics including, site usage, data calls, data busy calls, voice calls, voice busy calls, channels in use, ALMR system talkgroup usage, user breakdown data, open system issues, system performance trends and recommendations for system changes	SM	A	N/A	Monthly	Subscriber Count; Genesis Detailed Busies, Calls and PTTs By Month; Site Utilization–GoS with Auto Busy Hour; UEM Site Availability	
Plan and Coordinate System Configuration Management Administration - recommend system parameter changes	SM	A	N/A	As Needed	As Needed	

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Attachment A Staff Contact Information

Position	Name	Office Phone	Mobile Phone	Email	Fax
System Manager	Nikalus Fahnestock	334-2567	605-484-4799	ALMR-Helpdesk@beringstraits.com	269-6797
Asset Manager, Service Desk Specialist	Claire Wittschiebe	334-2567	382-1506	ALMR-Helpdesk@beringstraits.com	269-6797
System Technologist, System Security Technician, and Service Desk Specialist	Chris Frase	334-2567	530-845-0878	ALMR-Helpdesk@beringstraits.com	269-6797
System Technologist	Evan Rockwell	334-2567	907-795-3058	ALMR-Helpdesk@beringstraits.com	269-6797
Information Systems Security Manager	David Reed	334-2567	330-7837	david.reed1@motorolasolutions.com	269-6797
System Technologist	Ryan Hellenga	334-2567	907-230-7771	ALMR-Helpdesk@beringstraits.com	269-6797
Army Zone 2 System Technologist	Andy Strait		907-590-5861	astrait@beringstraits.com	
Motorola Federal System Technologist Zone 1	Jeremy Rose	334-2567	805-588-0535	jeremy.rose@motorolasolutions.com	269-6797
Motorola Federal System Technologist Zone 2	Mark Parry		302-0868	Mark.parry@motorolasolutions.com	



Attachment B Help Desk Quick Reference

Help Desk Quick Reference Card

(Front)

ALMR HELP DESK – QUICK REFERENCE CARD

How to Contact the Help Desk	
<i>Normal Business Hours M-F 7:30 a.m.-4:30 p.m. AST (except SOA holidays)</i>	
In the Anchorage Bowl:	334-ALMR (2567)
In Alaska, but not in the Anchorage Bowl:	1-888-334-ALMR (2567)
Out of State Callers and Exercise Partners:	907-334- ALMR (2567)
Via Email:	ALMR-Helpdesk@beringstraits.com
In Person:	5900 E. Tudor Road, Suite 121, Anchorage, AK
<i>Outside Normal Business Hours – "After Hours" Call the number above and follow the voice prompts to reach the on-call Technologist.</i>	

(Reverse)

ALMR HELP DESK – QUICK REFERENCE CARD

Help Desk Contact Troubleshooter	
The Problem	The Solution
<i>Need Technical Assistance?</i>	Call the Help Desk – if after hours, follow the automated voice prompts.
<i>Not an Emergency?</i>	Call the Help Desk – if after hours, leave a voice mail and the Help Desk will be respond the next business day.
<i>Emergency?</i>	Call the Help Desk – if after hours, follow the automated voice prompts to have your call automatically forwarded to the on-call System Technologist.
<i>System or Site ID Needed?</i>	Provide the site name and/or number.
<i>What Information is Needed?</i>	Provide location, contact info, and specific details.
<i>Is this a planned or unplanned outage?</i>	Provide outage details.
<i>Have Feedback or Complaints?</i>	Call the Help Desk and request a Customer Complaint Record. Fax 907-269-6797 or e-mail the completed form to the Help Desk.



Attachment C Customer Complaint Record

CUSTOMER COMPLAINT RECORD	
Date Received:	Time Received:
Customer:	
Phone Number and Location:	
COMPLAINT DESCRIPTION	
<hr/> <hr/> <hr/> <hr/>	
ORIGINAL WORK ORDER	
Original Work Order:	Time Received:
Description of Original Request:	
<hr/> <hr/> <hr/>	
CORRECTIVE ACTION	
Action Required: Y / N	Rework Assigned:
Actions to Resolve Defect:	
Actions to Prevent Recurrence:	
Action Completed: Y / N	Verified By:
ATTACHMENTS	
Copies: Original Work Request Follow Up of Quality of Services Survey	



Attachment D Authorized Point of Contact - Notification List Request Form

Authorized Point of Contact (POC) / Notification List Request Form

Member:
Physical Address:

Mailing Address (if different):
Primary Account Point of Contact (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:

Please list the individuals below that you want to grant other POC capabilities to. 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 and Network Management Terminal	Inventory Receives annual Infrastructure and 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"/>

If you need assistance or have any questions please contact the ALMR Help Desk at 334-2567 or 888-334-2567 in state, outside of the Anchorage area.
20110515_Authorized Point of Contact - Notification List Request Form (ALMR Form 11)



Attachment E 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@beringstraits.com

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

(1) GENERAL INFORMATION					
Department Name <small>(i.e. Health & Social Services)</small>	Division (if applicable) <small>(i.e. Juvenile Justice)</small>	Agency (if applicable) <small>(i.e. Fairbanks Youth Facility)</small>	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 us 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>	
For Radios that will be permanently deleted from the system, agencies are responsible for sanitizing and scrubbing both encryption and codeplugs. By submitting this form to the ALMR Helpdesk you are verifying this process will be completed.					

(2) REQUESTED SERVICE - Please note changes in RED (An Excel spreadsheet will be accepted if submitted with this form)								
Enable <small>(Add new to system)</small> Delete <small>(Remove from system)</small> Change <small>(If in three (3) minutes information may be provided on all (1) or three (3) minutes storage requests)</small> Inhibit <small>(Do-Not-Use/Reset)</small> Reinstate <small>(Revert from inhibit)</small>	Make and Model	Portable or Mobile P/M	Radio ID # <small>(SMG Help Desk will provide)</small>	User Alias <small>The SMO provides the agency identification for the radios within the user agency provided the agency identity number. Twelve (12) digits are the maximum length allowed for the entire user alias.</small>	Serial Number <small>(Need the <u>serial number</u> on all Radios)</small>	Interconnect Enabled Y/N	OTAR / Data Enabled Y/N	KMF User Group <small>(over the air relay OTAR group)</small>

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

20231004_SubscriberRequestForm.doc



Attachment F Talkgroup Sharing Agreement



Alaska Land Mobile Radio Communications System Interagency Talkgroup Sharing Agreement - Reciprocal

In order to provide the highest level of interoperability and mutual aid services to the residents of the State of Alaska, responding agencies must have access to interoperable communications. It is the intent of the undersigned to share Public Safety frequencies and talkgroups (as listed on page 2) between agencies within the following guidelines:

1. Agencies requesting to share their talkgroups with another organization must have a signed Membership Agreement on file with the Operations Management Office. Only an authorized agent for the below organizations (on file with the ALMR offices) may sign this agreement.
2. The sharing of frequencies and talkgroups that provide regional and statewide interoperability is *for official use only*.
3. Agencies who have a signed Talkgroup Sharing Agreement may use another agency's frequency or talkgroup when operationally necessary. This occurs most frequently at the host agency's request, or when acting in a mutual aid capacity.
4. Some agencies routinely operate their radios in an encrypted state, necessitating the sharing of security keys in order to enable radio interoperability. As such, each agency agrees that the programming of another agency's security keys/encryption will not be shared with other agencies or organizations outside the scope of this agreement. Doing so violates the terms and conditions of the Membership Agreement and ALMR policies and procedures.
5. Nothing in this agreement limits an agency from sharing their own frequencies, talkgroups and/or security keys with other agencies or organizations. This agreement only applies to the undersigned agencies. No other agency may be added without initiating a new agreement (fill in gray fields - page 1)

Requesting Agency:

Agency Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Typed/Printed Name: _____

Signature/Date (required): _____

Signature/Date (required)

Owning Agency:

Agency Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Typed/Printed Name: _____

Signature/Date (required): _____

Signature/Date (required)

NOTE: If this is a reciprocal agreement, both sides must be completed by both agencies

20240103_TGAgmtForm/

1

ALMR Form 7

ALMR information contained in this document is "Controlled (unclassified information)" and "For Official Use Only" in accordance with DoD Directives 5200.1 and 5400.7 and may be exempt from mandatory release to the public under the Freedom of Information Act (FOIA). This document may be LAW ENFORCEMENT SENSITIVE and as such a CONFIDENTIAL RECORD per Alaska Statute 40.25.120 (a)(6) E, F, & G.

