Alaska Land Mobile Radio Communications System

Operations Management Office Customer Support Plan

Version 18

July8, 2024

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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 operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, as established in the Cooperative and Mutual Aid Agreement.

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

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 providing public safety communication services and support to state agencies.

BSIT: Bering Straits Information Technology

Charter: a document outlining the principles, functions, and organization of a corporate body.

Cooperative and Mutual Aid Agreement: the instrument that establishes ALMR and sets out the terms and conditions by which the system will be governed, managed, operated, and modified by the parties signing the agreement.

CSP: Customer Support Plan

Department of Defense (DoD) – 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): a State of Alaska (SOA) department where the SOA Telecommunications System (SATS) and ALMR programs reside.

Executive Council: governing body 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.

Interoperable Communications: the ability of public safety, including emergency and other first responders, to talk to one another via radio and other communication systems, and to exchange voice and/or data with one another on demand in real time.

IOMS: Infrastructure and Operations Maintenance Services

IT: information technology

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.

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.

O&M: Operations and Maintenance

OEM: Original Equipment Manufacturer

Operations Manager: represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency 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.

P25 Standards: the P25 suite of standards involves digital land mobile radio (LMR) services for local, state, tribal, and national (federal) public safety organizations and agencies. P25 is applicable to LMR equipment authorized or licensed, in the U.S., under the National Telecommunications and Information Administration (NTIA) or Federal Communications Commission (FCC) rules and regulations.

PMI: Preventive Maintenance Inspection

POC: Point of Contact

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

Protocol: a standard that governs network communications by providing a set of rules for its operation.

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 outlined in the SLA.

SM: System Manager

SOW: Statement of Work

SSC: System Support Center

Standard Operating Procedure (SOP): includes workflow diagrams, roles, and responsibilities, etc. to clearly define work procedures.

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

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 applicable Memoranda of Agreement (MoAs).

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 maintenance and operations of the system

Tactical Interoperable Communications Plan (TICP): document which provides communications processes, procedures, and protocols and identifies agency assets for responding to regional public safety events.

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

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: 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 operation of the system. The User Council oversees the development of system operations plans, procedures and policies.

1.0   Introduction

1.1   Executive Summary

To ensure that the Alaska Land Mobile Radio (ALMR) Communications System continues to provide high-quality, standards-based, interoperable communications for its members, it is essential that there be a proactive Operations Management Office (OMO) Customer Support Plan (CSP) that recognizes the many challenges facing the ALMR organization, in both the short and long term.

The framework for the OMO CSP implementation has been developed to provide a means to measure successes, monitor planned improvements, and provide a mechanism for task consensus building. The CSP was refined and finalized based on User Council requirements/recommendations and will be updated hereafter, as needed.

1.2   Purpose and Scope

The purpose of this plan is to provide ALMR members with detailed information regarding services provided by the OMO and to include the processes to be followed to access those services. This document is not intended to be all inclusive but will evolve as services dictate.

The OMO operates under the direction of the Operations Manager (OM). The OM has oversight for governance structure, planning, System Management Office (SMO) compliance, and overall operation of the system. In coordination with the User Council, the OMO establishes policies, procedures, processes, organizational structure, agreements, and monitors contracts that provide maintenance and infrastructure services, as defined in the ALMR Service Level Agreement (SLA). The OMO monitors the activities of the SMO, ensuring the terms of the SLA are being met at all times.

The OMO staff, under contract with Wostmann & Associates Inc., provides operational support services for the system as defined in the Operations Management Services Statement of Work (SOW) and maintains a cooperative working relationship with the SMO staff, which is subcontracted with Bering Straits Information Technology LLC (BSIT) through Motorola Solutions. BSIT provides managed infrastructure maintenance services to ensure system components are fully operational at the level and quality defined in the Infrastructure Operations and Maintenance Services (IOMS) Statement of Work (SOW), and in compliance with the ALMR SLA. BSIT managed services include system management, maintenance and service of the system, system monitoring, security services, the Help Desk, asset management, system status notifications, performance reporting, and coordination of all contracted services in support of these functions.

The OMO identifies areas where improvement, efficiency, and cost savings can be facilitated to measure strategic, operational, and customer support successes.

These areas include:
- Creating a common understanding of communications interoperability throughout the state and establishing it as a high priority
- Enhancing user knowledge and proper use of existing and future interoperable communications equipment, systems, and resources.
- Establishing and following coordinated communication protocols for emergency response and, when appropriate, utilization of plain/common language.
- Maximizing interoperability capabilities by using existing communication systems and equipment, while planning for the implementation of selected and future technologies.
- Promoting and maintaining collaborative partnerships to maximize resource sharing.
- Providing leadership in the development of policies and guidelines.

1.4   Mission Statement

The OMO will develop recommendations for policies, procedures, processes, protocols, and guidelines, identify technology and standards and coordinate intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

This is achieved by providing and maintaining a secure, enhanced interoperable communications system for use by tribal, local, State, and Federal agencies that is cost-effective, available, reliable, and adheres to the Project 25 standards for public-safety digital land mobile radio (LMR).

1.5   Goals and Objectives

The following list of goals and objectives considers the current scope of work, available OMO organizational resources, and the implementation of management controls to meet cost, performance, and schedule requirements as performed by the OMO staff members. Many of these goals are part of the on-going ALMR effort.

All goals that require a concrete action such as creating a plan, process, policy, or procedure may have already been met. However, the OMO continues to request input on streamlining all processes and procedures by annually reviewing all documents.

- **Foster Innovation and Creativity**
  - Hold frequent staff meetings.
  - Listen to staff and stakeholder thoughts and ideas.
  - Establish internal working groups, as needed, to discuss issues/promote creative thinking.

- o Ensure staff and stakeholders have up-to-date information on new technologies.
- o Encourage stakeholder input on improving existing policies and procedures, and the creation of new ones, as needed.
- o Encourage research on other statewide interoperable communications systems and their technology, policies, and procedures.

- **Institutional Excellence**
  - o Promote the current ALMR Help Desk function to the stakeholders and make it the single point of contact for all maintenance requests, problem tracking, monitoring, and resolution.
  - o Update policies and procedures, as needed, and ensure that they are communicated to the stakeholder community.
  - o Provide a communications strategy that meets the needs of the stakeholders.
  - o Update the Business Case, as required.
  - o Review and update the Customer Support Plan.
  - o Provide support to User Council and the Executive Council.
  - o Develop an annual budget.
  - o Serve as corporate secretary for the documentation process.
  - o Review and update organization staffing, as required.
  - o Review and address stakeholder requirements.
  - o Respond to emergency requests and document actions.

- **Leadership**
  - o Attend the Executive Council and User Council meetings.
  - o Attend in-house meetings to promote the available services/resources and stay abreast of actions transpiring within the organization.
  - o Ensure that the OMO staff is professional and aware of management expectations.

- **Stakeholder Service**
  - o Provide the best possible service to ALMR stakeholders.
  - o Be proactive, whenever possible, to keep the stakeholders informed and engaged.
  - o Handle all stakeholder interactions with respect and efficiency.
  - o Ensure that priority issues are handled correctly and in a timely manner.

- **Foster Partnerships**
  - o Promote the OMO services to the EC, UC, and stakeholders, whenever possible.
  - o Form stakeholder working groups from all regions to work on issues relating to the field, as needed.
  - o Provide the stakeholders with informational materials, as they become available.
  - o Promote the ALMR system to potential new partners/users.

- Coordinate outreach training and education opportunities and materials, as available and when funded.

- **Public Awareness**
  - Establish and maintain an ALMR newsletter.
  - Utilize social media.
  - Provide an integrated and user-friendly ALMR website.

- **Enhance ALMR**
  - Develop a new technology review and selection process.
  - Develop a new site development process.

- **System Reliability**
  - Develop a security audit plan and schedule.
  - Develop an employee termination policy and checklist.
  - Develop password management policy and procedure.
  - Ensure stakeholder security awareness.
  - Develop intrusion reporting policy and procedure.
  - Develop and implement virus protection policy and procedure.
  - Develop standard security protocols for remote site access.
  - Ensure that ALMR security policies and procedures are followed.
  - Develop, establish, and regularly review disaster contingency procedures.
  - Ensure all stakeholders adhere to the policies and procedures within the Cooperative and Mutual Aid, Service Level Agreement, and Membership Agreement.
  - Ensure that OMO stays abreast of any/all technological advances that could enhance the system.
  - Encourage use of Incident Command Structure protocols to ensure stakeholders are aware of system interoperability.

- **Outreach and Education**
  - Establish a resource library for both internal and stakeholder use and ensure it is available to requesting agencies.
  - Ensure that outreach training, when funded, and education resources are available to stakeholders.

- **Cost Share Consensus**
  - Work with EC, UC, and stakeholders to implement an approved Cost Share Agreement.

- **Infrastructure Oversight**
  - Develop and oversee lost and stolen reporting procedures.
  - Provide inventory reports to the UC and stakeholders.
  - Ensure equipment lifecycles are within manufacturers guidelines.

- **Information Management**
  o Establish administrative procedures and processes.
  o Establish a records management process that makes information available internally and to the stakeholder community.
  o Establish a publication approval process.
  o Establish change management policies and procedures.

- **Risk Management**
  o Establish a risk identification process.
  o Define magnitude and impact for identified risks.
  o Develop risk avoidance and mitigation strategies.
  o Establish a watch list that ranks and prioritizes identified risks.
  o Review the watch list with stakeholders regularly.

2.0 Staff

2.1 Location and Working Hours

The OMO is located at 5900 East Tudor Road in Anchorage, Alaska. The normal hours of operation are 7:00 a.m. to 4:00 p.m., Monday through Thursday, excluding weekends and National/State holidays. The OMO is required to provide support during emergencies as described in Section 3.2.13.

2.2 Staff Contact Information (Located at Appendix A)

2.3 Organizational Structure

The OMO provides guidance and oversight of the day-to-day operational management of the system.
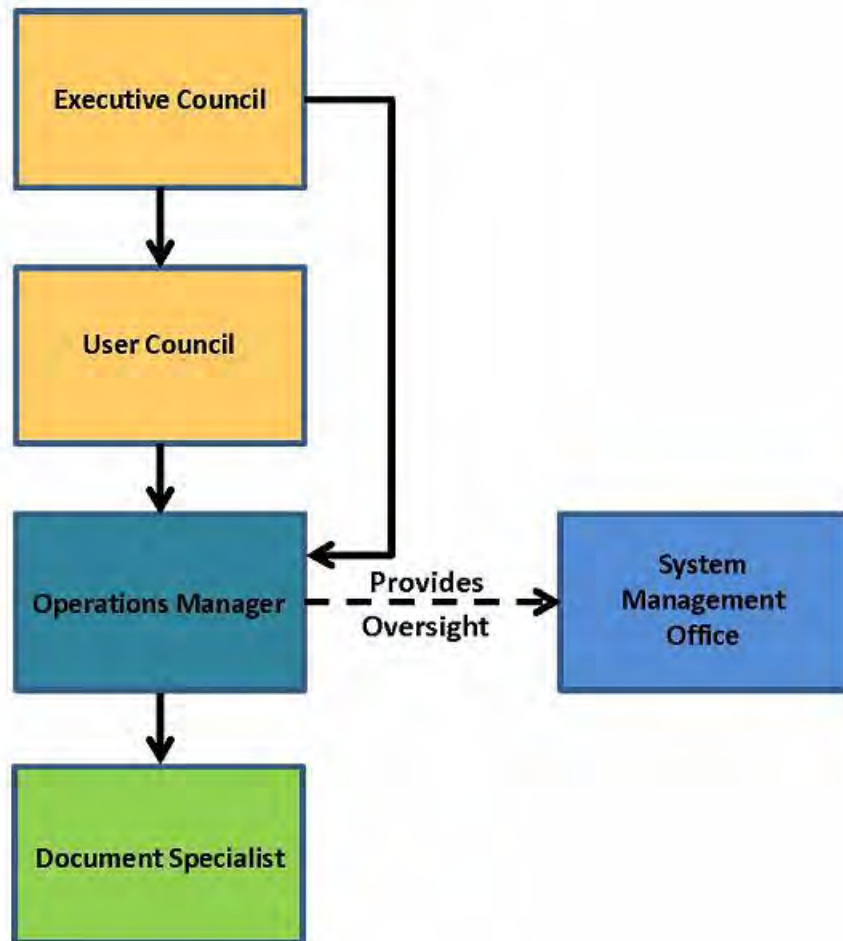
Figure 1 – OMO Organizational Structure

3.0 Functions and Services

This section describes all functions that are provided to system members by the OMO.

3.1 Staff Functions by Position

3.1.1 Operations Manager

- Provides direction and management of the operational system by overseeing day-to-day operations.
- Ensures creation, analysis, and distribution of status and trend reports.
- Develops contingency planning.
- Provides maintenance oversight activities, as necessary, to ensure the availability of the system 24 hours a day/7 days a week.

- Acts as the single point of contact between the UC and the operations and maintenance contractor, monitors, audits, and reports on compliance with the system SLA.
- Attends EC and UC meetings and provides reports, briefings, metrics, and other support, as requested.
- Facilitates resolution of conflicts and issues that may arise among stakeholders and seeks to achieve collaborative solutions. Works with executives and leaders to develop a communication strategy that facilitates smooth, non-disruptive resolution of issues and the prompt distribution of information and instructions regarding the resolution, as appropriate.
- Provides outreach and information to interested groups, prospective system users, legislative bodies, member agency executive management, and the public.
- Oversees budget development.
- Serves as the Chairman of the Change Control Board.

3.1.2 Documentation Specialist

- Prepares and/or maintains documentation systems, programming and operations documentation, processes and procedures, and methods including user reference manuals.
- Maintains a current internal documentation library.
- Provides or coordinates documentation services, as required.
- Ensures accuracy of technical documentation.
- Maintains knowledge and basic understanding of all aspects of proofreading, including grammar and spelling.
- Composes and finalizes documentation, including specifications, user manuals, briefings, point papers, plans, contact lists and minutes in the style and format required by the task.
- Attends and provides administrative support to the EC and UC and other designated meetings, taking meeting minutes and maintaining historical files.
- Provides interface with member agencies on service requests and tracking through closure.
- Provides outreach support through newsletter preparation and the maintenance of the web site.

3.2 Major Functions

3.2.1 Governance Management

The OMO shall:

- Facilitate the review and update of all governance agreements with the stakeholders, the User Council, and the Executive Council. Governance documents will be maintained and updated, as required.

- Maintain, review, and update the Cooperative and Mutual Aid Agreement for stakeholders/member agencies.
- Maintain, review, and update the Service Level Agreement for stakeholders/member agencies.
- Maintain all membership agreements and a current list of POCs for all member agencies on the system.
- Maintain all talk group sharing agreements for all member agencies on the System.
- Write, edit, coordinate, and distribute policies, procedures, plans, and protocols at the direction of the User Council and the Executive Council.
- Review and comment on all system design/system analysis documents, as provided, and pass any comments to the requesting organization.

3.2.2 Executive Council Support

The OMO shall:

- Provide reports, minutes, and meeting support required by the Executive Council and its members for all scheduled and special meetings. This consists of support prior to, during, and after Executive Council meetings.
- Schedule Executive Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary.
- Prepare the meeting agenda and applicable attachments and send them to the Executive Council and other supporting staff, as required/directed for approval and post to the ALMR website at www.alaskalandmobileradio.org.
- Scribe and prepare the minutes of the meeting and post to the ALMR website at www.alaskalandmobileradio.org for contributing members for verification of content within five business days.
- Make appropriate edits and revisions to meeting minutes, as provided, and provide them to the presiding Co-Chair no later than five business days prior to the next scheduled meeting. Minutes are published final within three business days of final approval and re-posted to the ALMR website at www.alaskalandmobileradio.org.
- Provide status updates on system performance metrics at scheduled meetings, as defined and approved by the User Council.
- Maintain all Executive Council records, to include all correspondence, minutes, and policies, and written or recorded actions.
- Other support provided to the Executive Council of an administrative or consultant nature that includes but is not limited to developing and providing briefings, liaison actions, and charter review/update.
- Develop and prepare reports, white papers, or other special projects as directed by the Executive Council.
- Perform similar work as detailed in the above for any sub-committee groups or interoperability governance activities.

3.2.3 User Council Support

The OMO shall:

- Provide reports, minutes, and meeting support required by the User Council and its members for all scheduled, special meetings, and working groups. This consists of support prior to, during, and after User Council meetings.
- Schedule User Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary.
- Prepare the meeting agenda and applicable attachments, update the Issues and Risks Log, and prepare the outstanding Action Item list and post to the ALMR website at www.alaskalandmobileradio.org and send appropriate email notification to the User Council, along with any other reports, documents, or presentations.
- Scribe and prepare the minutes of the meeting and post to the ALMR website at www.alaskalandmobileradio.org for contributing members for verification of content within five business days.
- Make appropriate edits and revisions to meeting minutes, as provided, and re-post to the ALMR website at www.alaskalandmobileradio.org NLT five business days prior to the next scheduled meeting. Minutes are published final within three business days of final approval and re-posted to the ALMR website at www.alaskalandmobileradio.org.
- Provide direct support for policies and procedures, plans, protocols, and other such documents deemed necessary for effective and efficient operations of the ALMR system.
- Provide monthly status updates on system performance at scheduled monthly meetings.
- Maintain all Users Council records, to include all correspondence, minutes, and written or recorded actions.
- Other support provided to the User Council includes, but is not limited to, briefings, user agency liaison actions, and support for annual member elections, and charter review/update. Services include meeting reminders and special reports, as needed.
- Develop and prepare reports, white papers, or other special projects as directed by User Council.
- Develop, administer, and maintain an ALMR website at www.alaskalandmobileradio.org at the direction of the User Council.
- Develop, publish, and distribute quarterly newsletters.
- Develop an annual budget, execute, monitor, and report on the ALMR cost share plan input to include but not limited to costs for connectivity, maintenance, staffing, system upgrades, and spare parts.
- Prepare and submit for User Council approval an annual budget proposal.
- Provide other budget and cost reports, as requested by the User Council and/or Executive Council.

- Provide the management and reporting metrics required to support the management of the system network. Also provide oversight of network management and Information Assurance functions by the SMO, establishing, tracking, and reporting against metrics agreed to by the User Council. Services include but are not limited to reports on emerging technologies, coverage, and interference.
- Develop, update, and maintain standard operating procedures.
- Monitor and provide oversight of system management services and system parameters, site status and other data, as directed by the User Council. Develop system performance metrics at the direction of the User Council and report trends, positive or negative, at least once monthly.
- Track and provide periodic reports and updates as required on status of conflicted frequencies.
- Document, administer, and maintain a training library of all training materials provided by member/stakeholders for cooperative use.
- Develop and provide briefings on ALMR to Congressional delegations, State Legislature, Municipality of Anchorage, and at local, regional, state, or national conferences, as requested.
- Perform similar work as detailed in the above User Council section for any sub-committee groups or Motorola Trunked User Group (MTUG) activities.

3.2.4 Problem Escalation for Stakeholder/Member Agencies

The OMO shall:

- Monitor and report on violations of procedures and will facilitate their resolution and recommend mitigating actions and provide assistance and support to the Executive Council and User Council in identifying and resolving breaches of the governance documents.
- Assess repeated violations of system guidelines, procedures, protocols, or the membership agreement; provide report to User Council and or Executive Council, as required. Provide follow up, as directed, and associated reporting until resolution.
- Determine and review all facts pertaining to breaches of the Cooperative and Mutual Aid, Service Level Agreement, or Membership Agreement, and make a determination of mitigation/termination actions, provide recommendation to User Council and or Executive Council. Continue to track and report, as required, until resolution; submit a final report to User Council and or Executive Council, as directed.

3.2.5   Records and Document Management for stakeholders/member agencies

The OMO shall:

- Provide records and document management for stakeholders/member agencies.

- Manage and maintain all ALMR documents and records on the ALMR website (when appropriate) and the records and documents for the ALMR system.
- Provide assurance of all system documentation (site books, agreements, MOUs, organizational structure, system description, CONOPs, SOPs, etc.).
- Post to the ALMR website and to the SharePoint server, as applicable.

3.2.6 Technical Assistance during Emergency Response Conditions

The OMO shall:
- Provide reporting and coordination during emergency responses.
- Manage requests for assistance during emergencies with reprogramming or loaner subscriber units for special events.
- Provide reporting as required by stakeholders during exercises and emergency/contingency response conditions (situational reports, communications spot reports etc.).
- Develop, provide and/or present briefings, papers, assessments, courses of action, and other deliverables, as required, to support emergency operations.

3.2.7 Training Services for Stakeholders/Member Agencies

The OMO shall:
- Provide the materials, management, and planning services to support technical and operational training for stakeholder/member agencies. Services include but are not limited to system familiarization, class scheduling, annual User Council meeting (if funded), and focus training.
- Provide ALMR system familiarization training for stakeholder/member agencies. Training will be tailored to requesting agency requirements.
- Develop, maintain, and distribute subscriber and system operations guides.
- Document, administer, and maintain a training library of all training materials provided by member/stakeholders for cooperative use.
- Arrange, conduct, support and administer annual User Council meeting training conference, if requested by the User Council and funded. Any cost associated to these training conferences will be funded separately outside of this contract.
- Post training materials on the ALMR website including but not limited to recorded presentations, documents, slides, video sessions, etc.

3.2.8 Miscellaneous Services for Stakeholders/Member Agencies

The OMO shall:
- When directed, participate in meetings and or conferences representing the interests of the stakeholders/member agencies.
- Attend and or participate in meetings such as those hosted by the Alaska Municipal League, Fire Chiefs Association, APCO/NENA, Police Chiefs Association, and Smart Communities Forum, as time permits.

4.0   Staff Responsibilities Matrices/Performance Metrics

The following tables provide detailed information regarding the provided services.

4.1   Governance Management

Governance Management								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Facilitate the review and update of all governance agreements	OM - R/A DS - R/S/I	A R	As required by governance changes Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base
Maintain, review, and update Cooperative and Mutual Aid Agreement	OM - R/A DS - R/S/I	A R	As required by governance changes Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base SharePoint
Maintain, review, and update SLA	OM - R/A DS - R/S/I	A R	As needed Email or telephone	N/A Next business day	As required by governance changes NLT 5 business days	N/A	Website	Data base SharePoint
Maintain Membership Agreements and current list of POCs	OM - R/A/C DS - R/C/I	A R	Annually Email or telephone	N/A Next business day	May NLT 10 business days	N/A	Email or paper copy via USPS	Data base SharePoint
Maintain talkgroup sharing agreements	OM - R/A/C DS - R/S/I	R	Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via USPS	Data base SharePoint
Write, edit, coordinate, and distribute policies, procedures, plans and protocols	OM - R/A DS - R/C/S	A R	Annually Email or telephone	N/A Next business day	NLT 5 business days	N/A	Website	Data base
Review/comment on all System Design/System Analysis documents	OM - R/A DS - S/I	R	Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via USPS	Data base

Legend: OM (Operations Manager), DS (Documentation Specialist)

R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform

4.2   Executive Council Support

Executive Council Support								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Provide reports, minutes and meeting support for all scheduled and special meetings	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	Third Thursday of month NLT 5 business days	N/A	Email	Calendar or Microsoft Teams
Schedule meetings, reserve conference rooms, and set up telephone conference bridges	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	Third Thursday of month NLT 5 business days	N/A	Email	Calendar or Microsoft Teams
Prepare the meeting agenda and applicable attachments, distribute and post to the ALMR website	OM - R/A DS - R/C/S	A R	Quarterly Email or telephone	N/A Next business day	NLT 5 business days prior NLT 5 business days prior	N/A	Website or Email	N/A
Prepare the minutes of the meeting and post to the web site	OM - R/A DS - R/C/S	A	Quarterly	NLT 5 business days	NLT 5 business days after	N/A	Website or Email	N/A
Make appropriate edits and revisions to the meeting minutes and publish minutes	OM - R/A DS - R/S/I	A R	Quarterly Email or telephone	Next business day	NLT 5 business days prior to next meeting NLT 3 business days after	N/A	Email	N/A
Provde status updates on System peformance metrics	OM - R/A DS - R/S/I	A	Quarterly	N/A	At monthly meetings	N/A	Email	N/A
Maintain all Executive Council records	OM - R/A DS - R/S	A	N/A	N/A	Upon final approval	N/A	Website	N/A
Other support provided of an administrative or consultant nature	OM - R/A DS - R/S/I	R	Email or telephone	Next business day	NLT 10 business days	N/A	Email	Database
Support sub-committee groups or interoperability governance activities	OM - R/A DS - S	R	As requested	Next business day	NLT 5 business days after	N/A	Email	Calendar or Microsoft Teams
Develop and prepare reports, white papers, or other special projects	OM - R/A DS - R/S/I	R	Email or telephone	Next business day	NLT 10 business days	N/A	Email	Database

Legend: OM (Operations Manager), DS (Documentation Specialist)
         R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform

4.3   User Council Support

User Council Support								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Provide reports, minutes, and meeting support	OM - R/A DS - R/S/I	R	Email, telephone or in person	N/A NLT 3 business days	As required by the project	N/A	Email/briefing	Internal
Schedule the User Council meetings	OM - R/A DS - R/S	A R	Monthly Email or telephone	N/A Next business day	First Wednesday of month NLT 5 business days prior	N/A	Email	Calendar and Microsoft Teams
Prepare the meeting agenda and applicable attachments; post to the web site	OM - R/A/C DS - R/S	A R	Monthly Email or telephone	N/A Next business day	NLT 5 business days prior	N/A	Email/website	N/A
Scribe and prepare the minutes of the meeting	OM - R/A DS - R/S	A	Monthly	NLT 5 business day	NLT 5 business days after	N/A	Email/website	N/A
Make appropriate edits and revisions to the minutes and publish	OM - R/A/C DS - R/S	A R	Monthly Email or telephone	Next business day	NLT 5 business days prior to next meeting NLT 3 business days after approval	N/A	Email/website	N/A
Provide direct support for policies, procedures, plans, protocols and other documents	OM - R/A/C DS - R/S	A R	Annually Email or telephone	N/A NLT 3 business days	Month of annual review NLT 15 business days	N/A	Email/website	Data base
Provide monthly status updates	OM - R/A DS - S/I	A	N/A	N/A	At monthly meeting	N/A	Email/briefing	N/A
Briefings, user agency liaison actions, support for annual elections and charter review/update	OM - R/A DS - R/S	R A	Email or telephone N/A	Next business day Nov/Dec	NLT 5 business days Nov/Dec	N/A	Email/website	Data base
Develop and prepare reports, white papers, other special projects	OM - R/A/C DS - R/S/I	R	Email or telephone	Next business day	As required	N/A	Email or paper	Internal
Develop, administer and maintain an ALMR website	OM - R/A DS - R/S	A	Email or telephone	N/A	Updated, as required	N/A	Website	N/A
Develop, publish and distribute quarterly newsletter	OM - R/A DS - R/S/C	A	N/A	N/A	N/A	N/A	Email/Website	N/A

Legend: OM (Operations Manager), DS (Documentation Specialist)
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform

4.4   Miscellaneous Services for Stakeholders/Members Agencies

<table>
<tr><td colspan="10" align="center">Miscellaneous Services</td></tr>
<tr>
<th>Function</th>
<th>Responsible Staff (see legend)</th>
<th>How Rendered Automatic – A Requested – R</th>
<th>How Requested</th>
<th>Request Confirmation Time</th>
<th>Request Implementation Time</th>
<th>Cost to Member Agency</th>
<th>Delivery Method</th>
<th>Tracking Method</th>
</tr>
<tr>
<td>Participate in meetings and or conferences representing the interests of the stakeholders/member agencies, and others as required</td>
<td>OM - R/A
DS - S</td>
<td align="center">R</td>
<td>Annually
Email</td>
<td>NLT 5 business days</td>
<td>As scheduled</td>
<td>N/A</td>
<td>N/A</td>
<td>Calendar</td>
</tr>
<tr>
<td>Attend and/or participate in meetings such as those hosted by the Alaska Municipal League, Fire Chiefs Association, APCO/NENA, and Police Chiefs Association</td>
<td>OM - R/A
DS - S/</td>
<td align="center">R</td>
<td>Email</td>
<td>NLT 5 business days</td>
<td>As scheduled</td>
<td>N/A</td>
<td>N/A</td>
<td>Calendar</td>
</tr>
</table>

Legend: OM (Operations Manager), TA (Technical Advisor), DS (Documentation Specialist)

R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform

4.5   Problem Escalation

Problem Escalation								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Monitor and report on violations of procedures, facilitate resolution and recommend mitigating actions	OM - R/A DS - S/I	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal
Assess repeated violations of System guidelines, procedures, protocols or Membership Agreement	OM - R/A DS - S/I	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal
Determine and review all facts pertaining to breaches of the Cooperative, Service Level, or Membership Agreements; determine mitigation/termination actions	OM - R/A DS - S/C	A R	N/A Email or telephone	N/A Next business day	Upon discovery NLT 3 business days	N/A	Email or telephone	Internal
Legend: OM (Operations Manager), DS (Documentation Specialist)								
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform								

4.6   Records and Document Management

<table>
<tr><th colspan="9">Records and Dcoument Management</th></tr>
<tr>
<th>Function</th>
<th>Responsible Staff (see legend)</th>
<th>How Rendered Automatic – A Requested – R</th>
<th>How Requested</th>
<th>Request Confirmation Time</th>
<th>Request Implementation Time</th>
<th>Cost to Member Agency</th>
<th>Delivery Method</th>
<th>Tracking Method</th>
</tr>
<tr>
<td>Maintain all System documentation (site documentation, agreements, CONOP, etc.)</td>
<td>OM - A
DS - R/S</td>
<td>A
R</td>
<td>Annually
Email</td>
<td>N/A
NLT 3 business days</td>
<td>Month of annual review
NLT 5 business days</td>
<td>N/A</td>
<td>Web site
Email or paper</td>
<td>Records data base</td>
</tr>
<tr>
<td>Prepare documentation previously described, if applicable</td>
<td>OM - A/R
DS - R/S</td>
<td>A
R</td>
<td>Annually/As revised
Email</td>
<td>N/A
NLT 3 business days</td>
<td>Month of annual review
NLT 5 business days</td>
<td>N/A</td>
<td>Web site
Email or paper</td>
<td>Records data base</td>
</tr>
<tr>
<td>Provide Office of Record services</td>
<td>OM - A
DS - R</td>
<td>A</td>
<td>Email</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>SharePoint Server and OMO</td>
<td>Records data base</td>
</tr>
<tr>
<td>Post documents to the web site and SharePoint Server</td>
<td>OM - A
DS - R</td>
<td>A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Web site/ SharePoint</td>
<td>N/A</td>
</tr>
<tr><td colspan="9">Legend: OM (Operations Manager), DS (Documentation Specialist)
       R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform</td></tr>
</table>

4.7 Technical Assistance during Emergency Response Conditions

Technical Assistance During Emergency Response Conditions								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Provide reporting and coordination during emergency responses	OM - R/A DS - R/S/I	A	N/A	N/A	Upon occurrence of an event	N/A	N/A	N/A
Manage requests for assistance during emergencies with reprogramming or loaner subscriber units for special events	OM - R/A DS - S/I	R	As needed Email or telephone	Next business day	NLT 5 business days	N/A	Email or telephone	N/A
Provide reporting as required by stakeholders during exercises and emergency/contingency response conditions (SITREP, COMSPOT etc.)	OM - R/A DS - R/S/I	A	N/A	N/A	N/A	N/A	Email or paper copy via FAX/USPS	N/A
Develop, provide, present briefings, papers, assessments, courses of action, and other deliverables, as required, to support emergency operations	OM - R/A DS - R/S/I	R	As needed Email or telephone	Next business day	NLT 5 business days	N/A	Email or paper copy via USPS	N/A
Legend: OM (Operations Manager), DS (Documentation Specialist)								
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4.8   Training Services for Stakeholders/Members Agencies

Common Training Services								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Provide the materials, management and planning services to support technical and operational training for stakeholder/member agencies (includes but not limited to system familiarization, class scheduling, and annual User Council meeting and focus training) tailored to the agency needs	OM - R/A DS - S/C/I	A R	Annually Email	N/A NLT 3 business days	Month of annual review NLT 5 business days	N/A	Microsoft Teams Web site Email or paper	Calendar
Develop, maintain and distribute subscriber and system operations guides	OM - A DS - R	R	Email	NLT 3 business days	NLT 5 business days	Postage	Microsoft Teams Website Email or paper	Database
Document, administer and maintain a training library of all training materials provided by member/stakeholders for cooperative use	OM - R/A DS - S/I	A	Email	NLT 3 business days	NLT 5 business days	N/A	Microsoft Teams Website Email	Database
Arrange, conduct, support and administer annual User Council training conference (if requested by the User Council, any cost associated to these training conferences will be funded separately)	OM - R/A DS - S/C/I	R	Email/briefing	NLT 5 business days	As scheduled	N/A	Microsoft Teams Local	Calendar
Post training materials on the ALMR website including but not limited to recorded presentations, documents, slides, video sessions, etc.	OM - A DS - R	A	Email	NLT 3 business days	NLT 5 business days	N/A	Web site	Database
Legend: OM (Operations Manager), TA (Technical Advisor), DS (Documentation Specialist)								
R - Responsible, A - Accountable, S - Supportive, C - Consult, I - Inform								

5.0   Reporting Functions

The OMO utilizes several reporting methods to keep the EC and the UC apprised of the System status and on-going requirements.

Reporting Functions								
Function	**Responsible Staff (see legend)**	**How Rendered Automatic – A Requested – R**	**How Requested**	**Request Confirmation Time**	**Request Implementation Time**	**Cost to Member Agency**	**Delivery Method**	**Tracking Method**
Budget Projection	OM - R/A/I DS - R/S	A	Annually	April (3.2.3, Cooperative and Mutual Aid Agreement Article 10, Section 4, & UC Charter Article 4, Section 1.11)	August - deliver to SOA	N/A	Email/briefing/ paper copy	Internal
Performance Assessment	OM - R/A DS - R/S	A	Annually	January (Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	January	N/A	Email/briefing	Internal
Information Assurance Report	OM - A/I DS - R/S	A	Annually	January or February	January	N/A	Email/briefing	Internal
Facility Penetration	OM - R/A DS - S	A	Periodic/Annually	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 8, Section 15.4)	Once a calendar year	N/A	Email or paper	Internal
System Metrics	OM - R/A DS - R/S	A	Monthly	First day each month (3.3.5 & 3.9.4)	First Wednesday each month	N/A	Email/briefing	Internal
Log In Audit	OM - R/A DS - S	A	Periodic/Monthly	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	Monthly	N/A	Email/briefing/ annual report	Internal
System Back up	OM - R/A DS - S	A	Periodic/Monthly	N/A (3.12.2 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	Monthly	N/A	Email/briefing/ annual report	Internal
Site Busy Metrics	OM - A/I DS - R/S	A	Weekly	N/A (3.2.2 & 3.2.3 & Cooperative and Mutual Aid Agreement Article 7, Section 15.2)	First Wednesday each month	N/A	Email/briefing	Internal

Legend: OM (Operations Manager), DS (Documentation Specialist)
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6.0   Conclusion

The User Council shall be responsible for the formal approval of the OMO CSP and any substantial revisions hereafter.

Appendix A
Staff Contact Information

Position	Name	Office Phone	Email	Fax
Operations Manager	Paul Fussey	(907) 777-1109	paul.fussey@wostmann.onmicrosoft.com	269-6797
Document Specialist	Mary Burnham	(907) 777-1113	mary.burnham@wostmann.com	269-6797