



Alaska Land Mobile Radio Communications System

Roles and Responsibilities

Version 16

December 2, 2025



Table of Contents

Document Revision History	ii
Acronyms and Definitions	iii
1.0 Purpose	1
2.0 Overview	1
3.0 Roles and Responsibilities	1
3.1 Executive Council.....	1
3.1.1 Under the Cooperative and Mutual Aid Agreement.....	1
3.1.2 Under the Executive Council Charter.....	1
3.2 User Council.....	2
3.2.1 Under the Cooperative and Mutual Aid Agreement.....	2
3.2.2 Under the User Council Charter.....	5
3.3 Operations Management Office (OMO)	9
3.3.1 Under the Cooperative and Mutual Aid Agreement.....	9
3.3.2 Under the OMO Customer Support Plan	10
3.4 System Management Office (SMO)	15
3.4.1 Under the SMO Customer Support Plan.....	15
3.5 User Agencies.....	16
3.5.1 Under the Cooperative and Mutual Aid Agreement.....	16
3.5.2 Under the Executive Council Charter.....	16
3.5.3 Under the User Council Charter.....	16
3.5.4 Under the SMO Customer Support Plan.....	17
3.5.5 Under the Asset Management Procedure 400-8.....	17
4.0 Conclusion.....	17



Document Revision History

Date	Reason for Changes	Version
3/13/2009	Approved by the User Council – Final.	1
4/6/2010	Annual review. Approved by the User Council – Final.	2
5/26/2011	Annual review/update. Approved by the User Council – Final.	3
12/31/2012	Annual review. Approved by the OMO; final.	4
12/18/2013	Annual review/update. Approved by the Operations Management Office - final.	5
12/5/2014	Annual review/update. Approved by the Operations Management Office - final.	6
12/4/2015	Annual review/update. Approved by the User Council – final.	7
12/18/2017	Annual review/update. Approved by the User Council – final.	8
12/27/2018	Annual review/update. Approved by the User Council – final.	9
12/12/2019	Annual review/update. Approved by the Operations Management Office - final.	10
12/17/2020	Annual review/update. Approved by the Operations Management Office - final.	11
12/7/2021	Annual review/update. Approved by the Operations Management Office - final.	12
12/5/2022	Annual review/update. Approved by the Operations Management Office - final.	13
12/4/2023	Annual review/update. Approved by the Operations Management Office - final.	14
12/10/2024	Annual review/update. Approved by the Operations Management Office - final.	15
12/02/2025	Annual review/update. Approved by the Operations Management Office - final.	16



Acronyms and Definitions

Alaska Federal Executive Association (AFEA): federal government entities, agencies, and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, 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.

Change Control Board (CCB): includes representatives from each of the major stakeholders, who evaluate requested changes to the ALMR system and identify possible impacts and the risks associated with them.

Change Control Board Chair (CCBC): the designated lead of the CCB, who reviews Change Requests for complete details and presents them to the CCB for consideration.

Change Request (CR): process by which system changes can be identified to correct existing problems or suggest improvements, identifies how the change will affect the system (benefits/risks), and the requirements to implement the change.

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.

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).



Alaska Land Mobile Radio Communications System Roles and Responsibilities

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

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.

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.

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 Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

Operations Manager: 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.

Party/Parties: one or more entities who have signed the Cooperative and Mutual Aid Agreement. The parties to the agreement are the Department of Defense - Alaska, the Alaska Federal Executive Association of Alaska, the State of Alaska, respectively or collectively.

PSWN: Public Safety Wireless Network

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



Alaska Land Mobile Radio Communications System Roles and Responsibilities

operations (including mission, functions, image, and reputation), organizational assets, individuals, other organizations, the Nation, and includes: (1) establishing the context for risk-related activities; (2) assessing risk; (3) responding to risk once determined; and (4) monitoring risk over time. The program 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.

SAFECOM: a communications program of the Department of Homeland Security. SAFECOM provides research, development, testing and evaluation, guidance, tools, and templates on interoperable communications-related issues to local, tribal, state, and federal emergency response agencies.

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.

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.

Subject Matter Expert (SME): individuals within or outside of ALMR who provide technical consultation.

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

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 Purpose

The purpose of this document is to provide the definition and description of the roles, responsibilities, principal tasks, and accountabilities for significant positions with input, oversight, and stakeholder roles in the Alaska Land Mobile Radio (ALMR) Communications System.

2.0 Overview

One of the key practices identified by SAFECOM is the clear identification of roles and the delineation of responsibilities for a shared radio system's life cycle. To be effective, these roles and responsibilities must be clearly defined, understood, and accepted. A key component in developing this understanding and acceptance is the clear documentation of these roles and responsibilities.

3.0 Roles and Responsibilities

The roles and responsibilities in this document are provided as a high-level overview and have been extracted from the ALMR Cooperative and Mutual Aid Agreement, the Executive Council Charter, the User Council Charter, the Operations Management Customer Support Plan, the System Management Customer Support Plan, and the previous roles and responsibilities strawman document and were consolidated to provide a single location for governing bodies/offices to reference.

3.1 Executive Council

3.1.1 Under the Cooperative and Mutual Aid Agreement:

Article 6, § 1. The System shall be managed as a consortium, under the authority and oversight of the Executive Council.

Article 7, § 4. The Executive Council will approve the appointment of members to the User Council.

3.1.2 Under the Executive Council Charter:

Article I, §3. Under this charter, the Executive Council assessed, assembled, and consolidated requirements, drafted and submitted plans, agreements, budget actions, program management, cooperative purchasing agreements, and procurement actions to provide a common interoperable and cost effective Project 25/TIA 102-A standards-based, statewide, shared land mobile radio (LMR) infrastructure compliant with federal, state, and local regulatory guidance and responsive to mission needs of all participating agencies in the State of Alaska.



Article II, §2. The Executive Council defined, developed, and coordinated implementation, migration, operations, maintenance, and the management plan, which provided the cost-shared trunked and conventional infrastructure encompassing participating federal, state, tribal, and local/municipal users within the State of Alaska.

Article II, §3. The Executive Council acts as the State's Interoperability Executive Committee (SIEC).¹

Article II, §3. The Executive Council provides the administrative oversight and management of radio spectrum assets supporting public safety mutual aid, task force, and incident command response interoperability needs.

Article II, §3. The Executive Council administers and manages a statewide interoperability plan for all public safety spectrum.

Article II, §3. The Executive Council fosters and ensures interoperability among federal, state, tribal, and local/municipal public safety agencies engaged in day-to-day, mutual aid, and task force interoperability.

Article II, §3. The Executive Council provides for standardized incident command communications protocols during intra-agency responses to natural and man-made disasters and homeland defense task force operations within the state.

Article III, §2.1. The Executive Council shall have voice and vote on all matters pertaining to the operation and maintenance of the ALMR system and will also administer meetings and other proceedings as pertains to the goals of this charter.

3.2 User Council

3.2.1 Under the Cooperative and Mutual Aid Agreement:

Article 7, § 1. The User Council is responsible for making all operations and maintenance (O&M) decisions affecting the system, including those governing day-to-day operations, and fulfilling other duties and tasks as set out in the agreement.

Article 7, § 3. The User Council shall adopt a written charter stating its purposes, goals, objectives, duties, and responsibilities in managing, operating, and maintaining the system.

¹ Federal members of the ALMR Executive Council serve as liaisons to the State's Interoperability Executive Committee (SIEC) and are not members of the SIEC and do not have any management authority or responsibility for the activities of the SIEC. Federal liaisons may advise the SIEC on Federal policies and represent the Federal government in discussions about matters of mutual interest. However, statements made, or opinions expressed by liaisons in those discussions do not bind the Federal government or its agencies to any action



Article 7, § 3. The User Council also shall adopt written operating procedures and written administrative procedures pursuant to said charter.

Article 7, § 4. Membership of the User Council will consist of twelve primary members representing the four original foundational entities (DoD, Federal Non-DoD, State of Alaska, and the Alaska Municipal League).

Article 7, § 7. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of system design and approval of all proposed modifications to system design, including performance standards, modifications to approved performance standards, extensions, and expansions of the system, addition of users to the system and addition of new parties to the agreement.

Article 7, § 8. The User Council shall be responsible for providing recommendations to the Executive Council regarding the adoption of system O&M standards, which at a minimum shall include: a) identification of minimum technical standards for the system equipment and subscriber units; b) identification of protocols for the modification of talk group assignments and their usage; c) identification of minimum periodic maintenance standards and schedules for system equipment; d) identification of problem reporting and resolution practices for system equipment; and e) identification of security standards, policies and procedures.

Article 7, § 9. The User Council shall be responsible for providing recommendations to the Executive Council regarding approval of the terms and conditions of access of any user of the system, and the approval of user agreements.

Article 7, § 10. The User Council shall be responsible for conducting the dispute resolution process set out in the agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

Article 7, § 11. The User Council shall be responsible for investigating any allegation of breach of the agreement, formulating proposed remedies in instances of alleged breach, and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.

Article 7, § 12. The User Council shall, in coordination with the Operations Manager, be responsible for assessing and recommending service-level requirements of the system, designating cost-shared components of the system, recommending possible methods of funding the system, and recommending a budget process for the system.

Article 7, § 13. Subject to the approval of the Executive Council, and to the extent permitted under federal, state, and local laws, the User Council may designate consenting party/parties to act as a User Council agent to procure and install system common network controller equipment.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Article 7, § 14. Subject to the approval of the Executive Council, and to the extent permitted under federal, state, and local laws, the User Council may designate consenting party/parties to act as a User Council agent to operate and maintain the system common network controller equipment or to negotiate, execute, and oversee an O&M agreement with a private/public entity to operate and maintain system common network controller equipment in accordance with standards of operation and maintenance approved by the Executive Council.

Article 7, § 15.1. Organizational Structure. The User Council will recommend an organizational structure for the management and operations of the system, including the development of a committee structure for receiving advisory input on executive matters, management matters, operating matters, technical matters, user concerns, concerns of local disaster response groups and other matters as deemed necessary by the User Council.

Article 7, § 15.2. Performance Monitoring. The User Council will monitor and evaluate the performance of the system, including the efficiency and effectiveness of its operation and management, as well as the performance of contracts and user agreements.

Article 7, § 15.2. Performance Monitoring. The User Council will report to the Executive Council their assessment of the operational health of the system annually, or as requested by the Executive Council.

Article 7, § 15.3. Financial Plan. The User Council will review and approve annually a financial plan developed and submitted by the Operations Manager to provide for the short- and long-term financial needs of the system, including its funding needs as well as its capital replacement and enhancement needs, as applicable.

Article 7, § 15.4. Auditing and Control. The User Council will review and approve the Operations Manager's auditing and control policies and procedures to provide accountability, compliance, monitoring, and performance assessment.

Article 7 § 15.5. Risk Management. The User Council will review and approve risk management and security policies and procedures developed by the Operations Manager.

Article 7, § 15.6. Procurement. The User Council will review and approve procurement policies and a procurement plan developed by the Operations Manager, when appropriate.

Article 7, § 15.7. Reporting. The User Council will review and approve a reporting system developed by the Operations Manager to meet various system reporting requirements.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Article 9, § 6. The User Council and/or Operations Manager is responsible for monitoring all costs, funding amounts and sources, and expenditures pertaining to the system, and shall develop procedures for conducting said monitoring.

Article 10, § 1. The Operations Manager will establish a budget process, and each year develop a proposed budget for the next fiscal year to meet the operating, maintenance, and capital replacement needs of the system.

Article 10, § 2. The Operations Manager shall draft the proposed budget for the following fiscal year and present it to the Executive Council no later than August of each year.

Article 10, § 3. The User Council and Operations Manager will review all input/comments received from the aforementioned entities, and make such revisions to the proposed budget, as is deemed necessary or desirable.

Article 10, § 4. The User Council and/or Operations Manager shall submit the proposed next year's budget to the Executive Council by August of each year.

Article 11, § 5. Each year the User Council/Operations Manager will identify the system's annual operating, maintenance, capital replacement, and depreciation costs, as allowed by applicable law(s), for the current and following operating year.

Article 11, § 5. Based on those costs, the User Council and/or Operations Manager will update and revise as necessary, and following approval by the Executive Council, publish the system user fees/network operating charges for the following year of operations.

Article 14, § 1. Pursuant to Article 7, Sections 10 and 11 of the agreement, the User Council and/or Operations Manager will establish procedures for responding to complaints or allegations of breach, and for resolving disputes.

Article 14, § 4. Notwithstanding any other provision in this article, except as provided in this article, section 3, the parties agree that at any point in the dispute resolution process the User Council and/or Operations Manager may adopt and impose an interim emergency remedy to ensure maintenance of essential communications services until the matter is resolved.

3.2.2 Under the User Council Charter:

Article 2, § 2. The User Council will coordinate with the Operations Manager, the designated agent for the Executive Council, on the operations, maintenance, and management of the system.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Article 3, § 1. The User Council charter will state its purpose, goals, objectives, duties, and responsibilities in managing, operating, and maintaining the system.

Article 3, § 1. The User Council will also adopt written operating procedures and administrative procedures, pursuant to the charter.

Article 3, § 2. The User Council, in coordination with the Operations Manager, has the responsibility for management, oversight, and operations of the system.

Article 3, § 3. The User Council shall oversee the development of system operations plans, procedures, and policies, per the Cooperative and Mutual Aid Agreement.

Article 4, § 1. The User Council is responsible for creating and maintaining a collaborative user-based management system to establish policy and operational procedures, and to operate and maintain the system under the oversight of the Executive Council.

Article 4, § 1.1. The User Council will be responsible for providing recommendations to the Executive Council regarding approval of the system design and approval of all proposed modifications to the system design, including defining performance standards, modifications to approved performance standards, extensions, and expansions of the system, addition of users to the system and addition of new parties to this agreement.

Article 4, § 1.2. The User Council shall provide recommendations to the Executive Council regarding the adoption of system operation and maintenance standards, which at a minimum shall include: identification of minimum technical standards for system equipment and subscriber units; identification of protocols for the modification of talk-group assignments and their usage; identification of minimum periodic maintenance standards and schedules for system equipment; identification of physical security and network security requirements; and identification of problem reporting and resolution practices for system equipment.

Article 4, § 1.3. The User Council shall provide recommendations to the Executive Council regarding approval of the terms and conditions of access of users of the system, and the approval of user agreements.

Article 4, § 1.4. The User Council is responsible for conducting the dispute resolution process set out in the Cooperative and Mutual Aid Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.

Article 4, § 1.5. The User Council is responsible for investigating any allegation of breach of the Cooperative and Mutual Aid Agreement, formulating proposed remedies in instances of alleged breach, and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.



Article 4, § 1.6. The User Council shall receive and review progress reports and schedules regarding modifications to system infrastructure from responsible parties and shall use such reports to determine whether the parties are meeting their obligations. Upon completion of such a review, the User Council may make recommendations, as necessary, to the Executive Council regarding actions or decisions needed from the Executive Council.

Article 4, § 1.7. The User Council, in coordination with the Operations Manager, is responsible for assessing and recommending service level requirements, designating cost-shared components, recommending possible methods of funding, and for recommending a budget process for the system.

Article 4, § 1.8. Subject to the approval of the Executive Council, and to the extent permitted under federal, state, and local laws, the User Council may designate a consenting agency or consenting agencies to act as the User Council agent to procure and install system common shared-network equipment.

Article 4, § 1.9. Subject to the approval of the Executive Council, and to the extent permitted under federal, state, and local laws, the User Council may designate a consenting agency or consenting agencies to act as the User Council agent to operate and maintain system common network controller equipment.

Article 4, § 1.10. Performance Monitoring. The User Council will monitor and evaluate the operational performance of the system, including the efficiency and effectiveness of its operations and management, as well as the performance of contracts and user agreements.

Article 4, § 1.10. The User Council will report to the Executive Council their assessment of the operational health of the system annually, or as requested by the Executive Council.

Article 4, § 1.11. Financial Plan. The User Council will review and recommend annually, a budget developed and submitted by the Operations Manager to provide for the short- and long-term financial needs of the system, including its funding needs as well as its capital replacement and enhancement needs.

Article 4, § 1.12. Auditing and Control. The User Council will review and approve the Operations Manager's auditing and control policies and procedures to ensure accountability, compliance, monitoring, and performance assessment.

Article 4, § 1.13. Risk Management. The User Council will review and recommend risk management and security policies and procedures developed by the Operations Manager that provides for the security, protection, and safety of the system, its personnel, its assets, and insures against the impacts of claims and liabilities.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Article 5, § 6. It is the responsibility of the three municipal voting members to establish methods whereby the needs and preferences of the region they represent can be determined. This may be through regularly scheduled teleconferences, meetings, or other arrangements.

Article 6, § 1. The User Council will provide an administrative structure for the management and operations of the system including the development of a committee structure for receiving advisory input on operational matters.

Article 6, § 2. The Chair and Vice Chair will be elected annually in whatever month is eleven months following their accession to office. They will assume their duties at the first meeting following their election.

Article 6, § 2.1. A Chair will be elected from among the twelve primary members of the User Council or the alternates, in the event there is no primary appointee, and is responsible for coordinating and facilitating the User Council meetings and agenda items. The Chair will also represent the User Council at Executive Council meetings.

Article 6, § 2.2. A Vice Chair will be elected from among either the primary or the alternate members with responsibilities as defined by the User Council, but primarily will serve as a partner to the Chair and will assume the responsibilities of the Chair in his/her absence.

Article 6, § 3. Regular meetings will be conducted and shall be composed of current action items and any new business introduced by members.

Article 6, § 3. Written minutes shall be kept for all meetings and distributed to User Council members, at a minimum.

Article 6, § 5.1. Unless excused in advance by the Chair, User Council members are required to attend at least nine of the twelve-monthly meetings in a calendar year.

Article 6, § 5.2 The primary or alternate member, whomever attends, is responsible for keeping the other member(s) fully informed of issues discussed at all meetings should the other member(s) not be able to attend.

Article 6, § 7. Only the twelve members or their alternates shall have voting authority on matters presented for adoption, and for recommendation to the Executive Council.

Article 7, § 2. The User Council shall develop a reporting system to meet various system reporting requirements. The reporting system will encompass: 1) requirements that arise from federal, state, and local laws and regulations; 2) policies of the User Council; 3) contracts and agreements; and 4) policies and decisions of the Executive Council. Areas of reporting, as determined by the User Council, may include



management, budgeting, administration, finance, communications, outreach, and other areas as deemed appropriate and necessary.

3.3 Operations Management Office (OMO)

3.3.1 Under the Cooperative and Mutual Aid Agreement:

Article 6, § 2. The ALMR Operations Manager, hereafter referred to as the “Operations Manager,” conducts the day-to-day operational management of the system on behalf of the parties to the agreement.

Article 6, § 2. The Operations Manager ensures that service-level requirements and operating standards are met by monitoring the activities of the organization and/or contractor providing maintenance services.

Article 6, § 2.2. The Operations Manager will provide guidance and operational oversight of the system in cooperation and coordination with the ALMR User Council, hereafter referred to as “User Council,” and under approval and authority vested in the Operations Manager by the Executive Council.

Article 9, § 6. The User Council and/or Operations Manager is responsible for monitoring all costs, funding amounts and sources, and expenditures pertaining to the system, and shall develop procedures for conducting said monitoring.

Article 10, § 1. The Operations Manager will establish a budget process, and each year develop a proposed budget for the next fiscal year to meet the operating, maintenance, and capital replacement needs of the system.

Article 10, § 2. The Operations Manager shall draft the proposed budget for the following fiscal year and present it to the Executive Council no later than August of each year.

Article 10, § 3. The User Council and Operations Manager will review all input/comments received from the aforementioned entities and make such revisions to the proposed budget, as is deemed necessary or desirable.

Article 10, § 4. The User Council and Operations Manager shall submit the proposed next year’s budget to the Executive Council by August of each year.

Article 11, § 5. Each year the User Council/Operations Manager will identify the system’s annual operating, maintenance, capital replacement, and depreciation costs, as allowed by applicable law(s), for the current and following operating year.

Article 11, § 5. Based on those costs, the User Council and/or Operations Manager will update and revise as necessary and, following approval by the Executive Council,



publish the system user fees/network operating charges for the following year of operations.

Article 14, § 1. Pursuant to Article 7, Sections 10 and 11 of the agreement, the User Council and/or Operations Manager will establish procedures for responding to complaints or allegations of breach, and for resolving disputes.

Article 14, § 4. Notwithstanding any other provision in this article, except as provided in this article, section 3, the parties agree that at any point in the dispute resolution process the User Council and/or Operations Manager may adopt and impose an interim emergency remedy to ensure maintenance of essential communications services until the matter is resolved.

3.3.2 Under the OMO Customer Support Plan:

Para 1.2 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.

Para 1.2 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).

Para 1.2 The OMO monitors the activities of the SMO, ensuring the terms of the SLA are being met at all times.

Para 1.2 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 under contract with Bering Straits Information Technology, LLC (BSIT) through Motorola Solutions.

Para 1.2 The OMO identifies areas where improvement, efficiency, and cost savings can be facilitated to measure strategic, operational, and customer support successes.

Para 1.4 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.

Para 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.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Para 3.2.1 Maintain, review, and update the Cooperative and Mutual Aid Agreement for stakeholders/member agencies.

Para 3.2.1 Maintain, review, and update the Service Level Agreement for stakeholders/member agencies.

Para 3.2.1 Maintain all membership agreements and a current list of POCs for all member agencies on the system.

Para 3.2.1 Maintain all talkgroup sharing agreements for all member agencies on the system.

Para 3.2.1 Write, edit, coordinate, and distribute policies, procedures, plans, and protocols at the direction of the User Council and the Executive Council.

Para 3.2.1 Review and comment on all system design/system analysis documents, as provided, and pass any comments to the requesting organization.

Para 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.

Para 3.2.2 Schedule Executive Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary.

Para 3.2.2 Prepare the meeting agenda and applicable attachments and send them to the Executive Council Chair and other supporting staff, as required/directed for approval and post to the ALMR website at www.alaskalandmobileradio.org.

Para 3.2.2 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.

Para 3.2.2 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.

Para 3.2.2 Provide status updates on system performance metrics at scheduled meetings, as defined and approved by the User Council.

Para 3.2.2 Maintain all Executive Council records, to include all correspondence, minutes, and policies, and written or recorded actions.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Para 3.2.2 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.

Para 3.2.2 Develop and prepare reports, white papers, or other special projects as directed by Executive Council.

Para 3.2.2 Perform similar work as detailed in the above for any sub-committee groups or interoperability governance activities.

Para 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.

Para 3.2.3 Schedule User Council meetings, reserve conference rooms, and set up telephone conference bridges, as necessary.

Para 3.2.3 Prepare the meeting agenda and applicable attachments, update the Issues and Risk Log, 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.

Para 3.2.3 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.

Para 3.2.3 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.

Para 3.2.3 Provide direct support for policies and procedures, plans, protocols, and other such documents deemed necessary for effective and efficient operations of the ALMR system.

Para 3.2.3 Provide monthly status updates on system performance at scheduled monthly meetings.

Para 3.2.3 Maintain all Users Council records, including all correspondence, minutes, and written or recorded actions.

Para 3.2.3 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.

Para 3.2.3 Develop and prepare reports, white papers, or other special projects as directed by User Council.

Para 3.2.3 Develop, administer, and maintain an ALMR website at www.alaskalandmobileradio.org at the direction of the User Council.

Para 3.2.3 Develop, publish, and distribute quarterly newsletters.

Para 3.2.3 Develop an annual budget, execute, monitor, and report on the ALMR cost share plan to include but not limited to costs for connectivity, maintenance, staffing, system upgrades, and spare parts.

Para 3.2.3 Prepare and submit for User Council approval an annual budget proposal,

Para 3.2.3 Provide other budget and cost reports, as requested by the User Council and/or Executive Council.

Para 3.2.3 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.

Para 3.2.3 Develop, update, and maintain standard operating procedures.

Para 3.2.3 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.

Para 3.2.3 Track and provide periodic reports and updates as required on status of conflicted frequencies.

Para 3.2.3 Document, administer and maintain a training library of all training materials provided by member/stakeholders for cooperative use.

Para 3.2.3 Develop and provide briefings on ALMR to Congressional delegations, State Legislature, Municipality of Anchorage, and at local, regional, state, or national conferences, as requested.

Para 3.2.3 Perform similar work as detailed in the above User Council section for any sub-committee groups or Motorola Trunked User Group (MTUG) activities.



Para 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.

Para 3.2.4 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.

Para 3.2.4 Determine and review all facts pertaining to breaches of the Cooperative and Mutual Aid, Service Level, or Membership agreements, 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.

Para 3.2.5 Records and Document Management for stakeholders/member agencies. The OMO shall provide records and document management for stakeholders/member agencies.

Para 3.2.5 Manage and maintain all ALMR documents and records on the ALMR website (when appropriate) and the records and documents for the ALMR system.

Para 3.2.5 Provide assurance of all system documentation (site books, agreements, MOUs, organizational structure, system description, CONOPs, SOPs, etc.).

Para 3.2.5 Post to the ALMR website and to the SharePoint server, as applicable.

Para 3.2.6 Technical Assistance during Emergency Response Conditions. The OMO shall provide reporting and coordination during emergency responses.

Para 3.2.6 Manage requests for assistance during emergencies with reprogramming or loaner subscriber units for special events.

Para 3.2.6 Provide reporting as required by stakeholders during exercises and emergency/contingency response conditions (situational reports, communications spot reports, etc.)

Para 3.2.6 Develop, provide and/or present briefings, papers, assessments, courses of action, and other deliverables, as required, to support emergency operations.

Para 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.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

Para 3.2.7 Provide ALMR system familiarization training for stakeholder/member agencies. Training will be tailored to requesting agency requirements.

Para 3.2.7 Develop, maintain, and distribute subscriber and system operations guides.

Para 3.2.7 Document, administer, and maintain a training library of all training materials provided by member/stakeholders for cooperative use.

Para 3.2.7 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.

Para 3.2.7 Post training materials on the ALMR website including but not limited to recorded presentations, documents, slides, video sessions, etc.

Para 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.

Para 3.2.9 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.

3.4 System Management Office (SMO)

3.4.1 Under the SMO Customer Support Plan:

Para 2.0 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.

Para 6.0 Roles and Responsibilities

Para 6.1 System Manager. The System Manager (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.

Para 6.2 Information Systems Security Manager (ISSM). The ISSM is responsible for ensuring that all applicable ALMR security plans, policies, and procedures are created, implemented, followed, and updated as necessary.

Para 6.3 System Technologist. The System Technologists (STs) deliver support and provide maintenance for ALMR in accordance with LMR and industry standards. The Original Equipment Manufacturer (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.

Para 6.4 Asset Manager. The Asset Manager is a Bering Straits Information Technology (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.

Para 6.5 Service Desk Specialist(s). The Service Desk Specialist(s) is the primary responder for dispatching issues and requests received by the Help Desk.

Para 6.6, Documentation Specialist(s). The roles and responsibilities of the Documentation Specialist(s) are shared between the Asset Manager and the Service Desk Specialist(s). Documentation includes preparing and/or maintaining systems programming and operations documentation, procedures, and methods, including user references manuals and requested reports.

3.5 User Agencies

3.5.1 Under the Cooperative and Mutual Aid Agreement:

Article 11, § 6. All users of the system will be required to enter into a written user agreement between the user and the Executive Council, or their designated Executive Agent

Article 13, § 4. It is incumbent upon all users to be aware of RMF-related information assurance (IA) security policies, procedures, and plans.

3.5.2 Under the Executive Council Charter:

Article V, §1. Each agency/member shall provide, as required and requested by the Executive Council, system descriptions, technical characteristics, costs (maintenance and operational), and equipment lists for all assets to be utilized in the common infrastructure.

Article V, §2. Each user/provider is responsible for the operation and maintenance of their respective resource unless otherwise agreed to under a legally executed MoU/MoA, or cooperative agreement.

Article VI, §2. Agencies acquiring funding support shall execute their portion of the associated and executed MoAs, MoUs, and cooperative agreements in good faith.

3.5.3 Under the User Council Charter:



Article 5, § 4. Replacement of User Council members is expected as members are transferred, promoted, separated, etc. It is the responsibility of agencies and municipal regions to anticipate these changes and to provide updated appointment letters.

Article 5, § 7. In the event that users feel their perspectives are not being given sufficient consideration by other members of a region, or in the case of non-municipal agencies, users may provide written petitions or letters to the User Council Chair for consideration at the next scheduled meeting.

Article 5, § 9. Because user agencies, who are not User Council members, are represented by their regional or agency-specific member, they may observe User Council meetings but may not participate without specific permission of the User Council Chair.

3.5.4 Under the SMO Customer Support Plan:

Para 6.4 Asset Manager. Owning agencies' responsibilities include:

- Disposing of the equipment in accordance with Information Systems Clearing and Sanitization Procedure 200-4 and based on individual agency guidelines.
- 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.
- Notifying the Help Desk of any additions, changes, or deletions in subscriber units or infrastructure on the system.

3.5.5 Under the Asset Management Procedure 400-8

Para 3.7.2.1 Annual Inventory Report:

- Within two weeks of receipt, the point of contact (POC) should reconcile the report against their records and forward any discrepancies via email or fax to the SMO.

4.0 Conclusion

This document may not include additional roles and responsibilities verbally conveyed or administered during regularly held meetings. Given the number of tasks to be accomplished, it is recommended this document be given due consideration and referred to on a regular basis. For regularly recurring responsibilities, a tracking database with established suspense dates may prove useful.



Alaska Land Mobile Radio Communications System Roles and Responsibilities

The UC shall be responsible for the formal approval of the Roles and Responsibilities document and any substantial revisions hereafter.