



## **Alaska Land Mobile Radio Outage Reporting Policy**

### **1. Applicability**

This policy applies to all employees, contractors, subcontractors, consultants, temporary employees, and other personnel assigned to and operating on the Alaska Land Mobile Radio (ALMR) Communications System. Any substantial revision or update of this policy must be approved by the User Council.

### **2. Policy**

Outages must be identified, prioritized, tracked, and corrected in an expeditious manner in accordance with established standards in the Service Level Agreement (SLA). The System Management Office (SMO) shall be the lead office for outage reporting and tracking in accordance with the SMO Customer Support Plan (CSP), Help Desk Procedure 400-13, and the ALMR Outage Reporting Procedure 400-11.

### **3. Procedures**

Outages can be identified by the SMO, Alaska Public Safety Communication Services (APSCS), any stakeholder, or any user agency/individual operating on ALMR. User agencies will be notified by the Help Desk of scheduled outages in accordance with the SMO CSP. In the event of an unscheduled outage, user agencies will be notified by the Help Desk at the earliest possible time and notified again when the outage is resolved.

### **4. Effective Date**

This policy shall become effective upon signature and shall remain in effect until rescinded. The policy shall be reviewed periodically and updated, as required.

  
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Paul Fussey  
Operations Manager  
Alaska Land Mobile Radio