



Alaska Land Mobile Radio Communications System

High Level Communications Strategy

Version 20

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Acronyms and Definitions

Alaska Federal Executive Association (AFEA): federal government entities, agencies, and organizations, other than the Department of War, 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.

Department of War (DOW) – 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 War, Federal Non-DoW agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

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, tribal, state, 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 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.

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

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

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

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

User: an agency, person, group, organization, or other entity that 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 the management, oversight, and operation of the system. The User Council oversees the development of system operations plans, procedures, and policies.



1.0 Introduction

The High-Level Communications Strategy is an embedded part of the Alaska Land Mobile Radio (ALMR) Communications System Operations Management Office (OMO) and System Management Office (SMO). The standard working practice is to make information available, so stakeholders understand and conform to the ALMR policies, processes, protocols, and procedures.

To effectively reach, inform, educate, advise, and support all stakeholders and others with an interest in ALMR, the OMO/SMO must solicit comments, listen to input, and react appropriately to the given circumstance. Succinct communications are an essential part of the process of explaining to stakeholders and others how they have helped shape the way we work.

This strategy is one part of the ongoing communications process. It will be reviewed and revised each year, as needed, and as the OMO/SMO adapts and reshapes the communications methodology to meet the challenges in the coming years.

A communications strategy should:

- Build structure and internal awareness.
- Increase recognition and differentiation from other organizations.
- Ensure that information delivered is widely available and accessible,
- Ensure that communication is genuinely two ways.
- Continue to do all this consistently, despite challenges.

2.0 Communications Strategy Goals

All internal and external stakeholders must recognize their role in on-going communications. The OMO/SMO are responsible for raising awareness of ALMR as well as providing input to the national interoperability profile. This is accomplished by developing external relationships with national communications interest groups, other states, and government organizations owning or implementing similar systems.

A communications strategy describes the processes in meeting communications goals. The following points define those processes:

- Defining the types of information that needs to be communicated within, and outside, the organization.
- Identifying the individuals that will do the communicating.
- Identifying the tools available to communicate this information.



- Developing a communications matrix that identifies, for each type of information, the person responsible, the intended audience, the media, and the frequency of delivery.

2.1 Methodology

The methodology for implementing the strategy consists of five steps:

2.1.1 Identification of the audience. For ALMR, the audience consists of all stakeholders, potential stakeholders, other agencies that interoperate with ALMR stakeholders, and government executive and legislative branch entities.

2.1.2 Analysis of the needs of each of the stakeholders. The information needs of each targeted audience are identified and analyzed in relation to ALMR.

2.1.3 Identification of the information dissemination channels. Considering the stakeholders' identified needs and the content of information to be made available, the methods available for information dissemination are reviewed, and an appropriate means of communication will be determined.

2.1.4 Determination of the information to be provided. The information requirements of the stakeholders are assessed in conjunction with available communications media and resources. The goal is that information to be disseminated exceeds the minimum requirements.

2.1.5 Determination of the strategy. Using the prior factors, a strategy is developed for on-going dissemination of information to the stakeholders.

3.0 External Communications

The focus of external communications is to highlight ALMR and the OMO/SMO by using appropriate communications mechanisms.

3.1 Goals

- Ensure a high level of awareness of the vision, roles, and missions of the OMO/SMO and their place in ALMR.
- Effectively communicate ALMR achievements, activities, status, updates, system performance, operation, processes, policies, and procedures.
- Communicate current ALMR system status and forward planning.
- Promote dialogue at all stakeholder levels on issues related to ALMR to help ensure involvement and support.



- Make available all information required for stakeholders to understand ALMR and to encourage input to derive the maximum benefits of its use.

3.2 Objectives

- Effectively communicate ALMR and OMO/SMO achievements and performance to stakeholders and the wider public safety audience.
- Announce successes and reaffirm the vision of providing interoperable statewide communications.
- Reinforce the ALMR position as Alaska's communications solution for public safety first responders.
- Communicate appropriate information in sufficient detail to target audiences, using appropriate language.
- Communicate regularly and openly with stakeholders.
- Raise awareness of the system and its capabilities to the stakeholders, potential stakeholders, and the Alaska public.
- Encourage stakeholders, potential stakeholders, and the public to provide feedback on ALMR activities and services.
- Provide relevant, clear, and concise written materials.
- Improve access to information and services, whenever possible.
- Ensure communications consider security and follow procedural guidelines.

3.3 Mechanisms Employed

A basic function of any organization is to ensure and maintain clear and open channels for information sharing between and within the organization and the stakeholder community. This strategy complements other more familiar and more structured communications practices, as indicated below:

- Person to person
- User Council
- Executive Council
- Web site (www.alaskalandmobileradio.org)
- ALMR informational handouts
- Direct contact (letter, phone, or email)
- Media/Social Media (ALMR quarterly *Insider* newsletter, X[®] {formerly Twitter[®]})
- Training opportunities (when funded)
- Conferences, briefings, seminars, or workgroups (when applicable and when funded)



3.4 OMO/SMO Points of Contact

See Appendix A.

4.0 Internal Communications

The focus of internal communications is to maintain open channels of communication and information sharing, and clear, concise, and open dialogue between the Operations Manager and his/her staff, the System Manager and his/her staff, and within the ALMR organization.

4.1 Goals

Contribute toward the development of ALMR by having strong two-way internal communications and ensuring a well-informed and involved workforce.

- Ensure staff feel valued in their roles and become natural ambassadors for ALMR.
- Involve and engage staff in decision-making processes and in the development of procedures and policies.
- Encourage staff to share ownership of ALMR and OMO/SMO objectives.
- Ensure staff have access to the necessary information to communicate effectively and to fulfill their responsibilities.
- Foster open communication between staff members.

4.2 Objectives

- Encourage communication with colleagues and contributions of staff toward planning and development activities.
- Consult with staff to develop a coordinated internal communications framework to manage effective circulation of achievements, activities, status, updates, system performance, operation, processes, policies, and procedures.
- In consultation with staff members, develop relevant and accessible communications methods for senders and receivers of communications.
- Prioritize and clarify effective routes of communication.
- Ensure staff have the information available, in a relevant format, to accomplish their work in an effective manner.
- Implement policy guidelines and protocols that enhance the quality of communications, consistency, and effectiveness.
- Specify with the staff clear ownership/responsibility for communications.
- Include user-friendly response mechanisms with all communications to encourage feedback.

- Comply with confidentiality, privacy, and data protection requirements, as appropriate.
- Contribute to organizational and policy changes that improve communications.
- Ensure communications effectiveness is regularly monitored in consultation with the staff; review regularly and update, as needed, to maintain the highest standards.

4.3 Support Services – Communications Subject Matter Experts

- Supplement the OMO/SMO staff on an as-needed basis (when funding permits).
- Maintain availability for consultation services.
- Explore new and diverse technologies.

5.0 Key Principles

As a representative of ALMR and the OMO/SMO, personnel must have a commitment to providing exceptional communications to all audiences. Representatives must embrace the following key principles:

- Provide honest and open two-way communication.
- Provide succinct, accurate, and easily accessible communications.
- Ensure all communications, spoken and/or written (paper and/or electronic versions) are concise, easily understood, timely, and kept up to date.
- Ensure published materials adhere to the ALMR organizational style and are easily and instantly identifiable.
- Ensure communications are readily accessible, appealing, and demonstrate inclusion to those who would benefit, including those agencies difficult to engage.
- Ensure all parties are in concurrence with communication plans and the messages, tools, and timing are agreed upon in advance.

6.0 Implementing the Strategy

It is essential that both external and internal ALMR stakeholders and peer group audiences understand the structured approach to communications that the OMO/SMO are responsible for and their roles in making it happen.

Key communication priorities should be identified, organizationally supported, and used as the cornerstones for strategic implementation plans.



Examples of priority communications are:

- ALMR system updates.
- System/site maintenance notifications scheduled and unscheduled.
- Policy, processes, protocols, and procedural notices.

7.0 Request/Complaint Resolution Procedures

All information requests or complaints will be tracked and/or coordinated through the following:

- Via telephone, email, other written correspondence, or in person.
- Logged into the tracking database by the SMO, and a Service Work Order is generated.
- Operations Manager reviews the information request/complaint and determines the agency/group responsible to address the issue.
- Email or letter is sent to the initiating individual/agency notifying them of the status of their request/complaint.
- Operations Manager reviews the status of outstanding request(s)/complaint(s).
- The initiating individual/agency is updated via email/letter, as appropriate.
- When the information request/complaint is resolved, the Service Work Order is closed.
- Operations Manager, or staff, sends an email/letter to the initiating individual/agency informing them of the issue closure and requesting confirmation of the resolution.
- Copy of the agency email/letter and the corresponding response is filed.

Requests for general ALMR information will be received and addressed immediately by the Operations Manager, Documentation Specialist, or passed on to the System Management Office for their action. The requesting party will be referred to the website for general information and sent any additional information via email or U.S. Postal Service.



Help Desk contacts and hours of operation.

Normal Operations		
Contact Type	Hours of Operations	Contact Detail
In Alaska - Telephone	24/7 Coverage	907-334-ALMR (2567) in Anchorage or 1-888-334-ALMR (2567) for calls within Alaska, but outside of Anchorage
Outside Alaska – Telephone (including mobile phones)	24/7 Coverage	Out-of-State callers (personnel or agencies not residing in Alaska must dial 907-334-ALMR (2567)
E-mail	E-mail responses are sent Monday through Friday from 7:30 a.m. to 4:30 p.m. AST (except State and Federal holidays) ¹	ALMR-helpdesk@beringstraits.com
In Person	Monday through Friday from 7:30 a.m. to 4:30 p.m. AST (except State and Federal holidays)	Visit the Help Desk at 5900 E. Tudor Road, Suite 121, Anchorage, AK, during normal business hours

Complaints are submitted using the Customer Complaint Record (Attachment C to the SMO Customer Support Plan), which can be located on the ALMR website.

8.0 Monitoring, Evaluation, and Review

The achievement of the goals and objectives of this strategy relies upon efficient and consistent use of several communications mediums. The OMO/SMO will continually interface with member agencies and the stakeholder community through face-to-face and other interactions, as well as the distribution of pertinent information via electronic media (newsletters, website, X[®] {formerly Twitter[®]}), or email.

An analysis of the information regarding the OMO/SMO performance will be prepared annually by the User Council and presented to the Executive Council.



9.0 Communications Strategy Responsibility

The Operations Manager is responsible for driving the communications strategy by actively demonstrating and applying his/her principles to all aspects of his/her work. The Operations Manager will take responsibility for ensuring the successful implementation of the communications strategy by ensuring the timely contribution of relevant information through all ALMR communications avenues identified in this strategy.

Full implementation of the goals and objectives contained in this High-Level Communications Strategy are dependent upon adequate funding from the cooperative partners.

10.0 OMO/SMO Staff Communications Responsibilities

OMO communications responsibilities are in the OMO Customer Support Plan, Section 4.0. SMO communications responsibilities are in the SMO Customer Support Plan, Section 6.0.



Appendix A Operations/System Management Office Personnel

Operations Manager – Paul Fussey	907-777-1109 paul.fussey@wostmann.onmicros oft.com
Documentation Specialist – Elizabeth Serrano	907-777-1123 elizabeth.serrano@wostmann. com
System Manager – Nikalus Fahnestock	907-269-5062 nfahnestock@beringstraits.co m
Asset Manager – Claire Wittschiebe	907-269-2567 cwittschiebe@beringstraits.co m
System Technologist – Evan Rockwell	907-795-3058 erockwell@bsnc.net
System Technologist – Paulo Felizardo	907-269-2567 pfelizardo@bsnc.net
System Technologist – Ryan Hellenga	907-269-2567 rhellenga@bsnc.net
Help Desk – 1-888-334-2567 (outside the Anchorage area, but within Alaska) or 907-334-2567 (within the Anchorage area and outside Alaska) or almr-helpdesk@beringstraits.com.	