

Title: Reporting Network and Equipment Issues/Problem Escalation and Management

Index: 203-B

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Owner: Technical Working Group (TWG)

1. Purpose

- a. The purpose of this policy is to explain how system issues are reported by the Pima County Wireless Integrated Network (PCWIN) members and participants to the Network Managing Member.

2. Background

- a. Any radio system may experience performance issues requiring investigation, correction and a methodology must be put into place to facilitate improvement
- b. In the rare event that problems are encountered with the PCWIN voice radio system the customer (PCWIN members and participants) must have the ability to report network issues to the Network Managing Member for investigation, and repair.

3. Policy Statement

- a. System issues may impact operations and should be identified and resolved in a timely manner.
 - i. System end users should report outages and degradation in service to their dispatch centers or their chain of command
 - ii. Dispatch centers and agency supervision should up-channel user complaints to the Network Managing Member (or Pima County Network Operations Center after business hours)
- b. System issues may impact multiple users or a single user and should be evaluated on a network wide basis
- c. System Performance issues will be reported to the Network Managing Member or the Pima County Network Operations Center. The reporting party will provide specific details, to include:
 - i. The specific affected area
 - ii. Specific details on type of subscriber units, radio ID's and accessories involved.
 - iii. Date and time of occurrence.
 - iv. Talkgroup(s) experiencing the issue.
 - v. Any other information that may have led to the outage (damage, immersion, lost, power out)
 - vi. Plan to remedy: transport to maintenance, replace in kind with back up.
- d. The Network Managing Member and the reporting party will collaborate to analyze, resolve and report all subscriber impacting network performance related issues. They will identify the root cause, correct the problem and when appropriate recommend

remediation measures to the Executive Director when the action requires additional resources to resolve.

- e. Issues not resolved to the satisfaction of the reporting party should be escalated to the PCWIN Executive Director, Executive Committee, and the Board of Directors in turn.
- f. The Network Managing Member will report its conclusions and remedy back to the reporting party and notify any additional appropriate authorities as required by the situation.
- g. Complex issues requiring extensive follow up or mitigation may be submitted to the OWG and TWG for discussion and recommendations
 - i. Should additional funding or strategic prioritization be required, recommendations will be submitted via the Executive Director to the Executive Committee for referral to the Board of Directors.

4. Applies to

- a. All PCWIN members and participants

5. Supporting Rules

- a. Reporting System Issues Policy
- b. Service Level Agreements

6. Conditions for Exemption or Waiver

- a. None