

Title: **Submitting a User Access Request through COMMSHOP 360**

Index: 203-F

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### **1. Purpose**

- a. The purpose of this procedure is to delineate the preferred method for accessing services from the Pima County Wireless Integrated Network (PCWIN).

### **2. Background**

- a. All agencies need a method to request services from PCWIN that includes; issuance of radios, shutting off a radio when lost or stolen, scheduling preventative maintenance, and requesting service for PCWIN problems/issues

### **3. Procedure Statement**

- a. All agencies shall use MCM CommShop 360 Web for requesting service from the City of Tucson or Pima County Wireless Radio Shop.
- b. All agencies shall submit a Point of Contact (POC) and backup POC with the authority to act for the agency. The POC name, telephone number (normal hours of work/after hours in an emergency), rank, address, and e-mail address shall be forwarded to the CommShop 360 Manager. The CommShop 360 Manager shall provide the POC with the web access site, a user name and password.
- c. The agency POC shall use the Web page to request all services.
- d. Upon entering the MCM CommShop 360 Web page the POC shall input their user name and password. Once the information is accepted, MCM shall open a Work Order Request Page.
- e. At the top of the next page the POC shall select Service Request, a new page shall open.
- f. Before the POC submits the New Request, he must ensure that all entries marked with a "\*" have been filled out.
- g. PCWIN shall have 24 hours (excludes weekends and holidays) in which to respond to the request.
- h. In the event of an emergency (failure of sites, loss of connectivity, etc) the POC shall contact the Pima County NOC at (520) 724-7200.

### **4. Applies to**

- a. All PCWIN infrastructure and subscriber equipment users

### **5. Supporting Rules**

- a. Maintenance Plans and Rates – City of Tucson

b. Maintenance Plans and Rates – Pima County

**6. Conditions for Exemption or Waiver**

a. None