

Title: Notification of System Activities

Index: 206-C

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Owner: Technical Working Group (TWG)

1. Purpose

- a. The purpose of this procedure is to establish the requirement for notification to Pima County Wireless Integrated Network (PCWIN) member agencies of scheduled and unscheduled service activities to the physical facilities or network infrastructure that have potential operational impact.

2. Background

- a. The operational stability of PCWIN may be affected when the configuration of a communications facility or a PCWIN radio system hardware or software component is altered. Proper notification of scheduled and unscheduled service affecting maintenance activities will allow member agencies time to make necessary preparations.

3. Procedure Statement

- a. The PCWIN member agencies will be properly notified of any scheduled and unscheduled service affecting maintenance activities that have potential impact to the operational capabilities of the network or the subscriber's usage of the system
- b. Service affecting maintenance activities related to PCWIN infrastructure will be coordinated by the Network Managing Member and will require notification of the member agencies.
- c. The Network Managing Member is responsible for notifying the affected member agencies of scheduled and unscheduled service affecting maintenance activities
 - i. At least forty-eight (48) hours advance notice to the PCWIN Member agencies will precede any scheduled PCWIN service affecting maintenance activity
 - ii. Any service affecting maintenance activity performed on PCWIN not preceded by forty-eight (48) hour notice will be considered unscheduled maintenance.
- d. Member Agencies are responsible for communicating scheduled and unscheduled PCWIN maintenance activities to their respective agencies and, if necessary, their respective dispatch centers
- e. PCWIN Member agencies, service providers or contractors are responsible for notifying the NOC prior to and at the conclusion of any entry to a PCWIN facility. The Network Managing Member is responsible for posting the PCWIN NOC notification number at all PCWIN sites.
- f. Telephonic notification, where available, is the preferred method of notification. The only other acceptable form of notification is priority email.

- g. At a minimum, the information contained in a notification will consist of:
 - i. A description of the planned maintenance activity.
 - ii. The affected location(s) of the maintenance activity and the anticipated operational impact.
 - iii. The scheduled start and stop time of the maintenance activity.
 - iv. The name of department or organization responsible for performing the maintenance.
- h. The Pima County Network Operations Center (NOC) will be notified prior to maintenance activities that may trigger events that may be service affecting or, if not service affecting, may create a alarm which will be seen by the NOC
 - i. The Network Managing Member will collect and maintain telephone numbers and email addresses for all PCWIN member agencies, including dispatch centers. The NOC will use this contact information for routine and urgent notifications, as appropriate.
 - ii. Each PCWIN agency must have at least two contact phone numbers and e-mail addresses.
 - iii. Each PCWIN agency is responsible for keeping their email addresses up to date.
- i. PCWIN member agency special operations will be considered when scheduling service affecting pre-planned maintenance. When possible service affecting planned maintenance will be delayed until after a special operation is conducted.
 - i. PCWIN Member agencies should notify the NOC or PCWIN Executive Director of critical special operations that may preclude any service affecting maintenance activities or upgrades
 - ii. The PCWIN Executive Director will have the authority to determine whether service affecting maintenance shall be delayed for member special operations.

4. Applies to

- a. All PCWIN radio subscribers. All personnel making modifications and/or repairs to the physical facilities or network infrastructure components

5. Supporting Rules

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

6. Conditions for Exemption or Waiver

- a. None