

Title: Reporting System Issues Policy

Index: 106-B

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Owner: Technical Working Group (TWG)

1. Purpose

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

2. Background

- a. In the event that problems are encountered with the PCWIN voice radio system the customer (PCWIN members and participants) must have an avenue to report network issues to the Network Managing Member for investigation, and resolution.
- b. The Network Managing Member is obligated to notify PCWIN agencies of outages and service affecting maintenance and must have a process in place to ensure the proper notifications take place.

3. Policy Statement

- a. Agencies using the PCWIN network have a responsibility to report outages and system degradations to the Network Managing Member in a timely manner
- b. The Network Managing Member has the responsibility to keep PCWIN agencies informed of all pertinent system outages, degradations and scheduled maintenance
 - i. There must be a process for real-time notification of outages and service affecting maintenance to the PCWIN agencies
 - ii. Each month the Executive Director must give a report of the network's health to the Executive Committee
- c. A process must be in place to ensure scheduled and unscheduled service affecting maintenance minimizes functional impact to PCWIN end users.

4. Applies to

- a. All PCWIN members and participants

5. Supporting Rules

- a. Notification of System Activities
- b. Annual Drills and Exercises Policy
- c. Reporting Network and Equipment Issues/Problem Escalation and Management
- d. Service Level Agreements

6. Conditions for Exemption or Waiver

a. None