



A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Help Desk Procedure 400-13

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Table of Contents

Document Revision History.....	ii
Acronyms and Definitions	iii
1.0 Purpose.....	1
2.0 Help Desk Overview.....	1
3.0 Roles and Responsibilities	1
3.1 Executive Council	1
3.2 User Council	1
3.3 System Manager	1
3.4 Help Desk	1
3.5 Agencies.....	2
3.5.1 Agency Point of Contact (POC).....	2
3.5.2 Asset Change.....	2
4.0 Procedures.....	2
4.1 Contact Information	2
4.2 Hours of Operation	2
4.3 After Hours Contact	3
4.4 Service Requests and Issues	3
4.4.2 Priority Level and Response.....	3
4.4.3 Outage Notifications	4
4.4.4 Console Issues	4
4.4.5 Escalation Process	5
4.4.6 User Complaints	5
4.5 Other Functions	6
4.5.1 Reporting.....	6
4.5.2 New User Account Requests.....	6
4.5.3 Equipment Drop Off/Pick Up.....	6
5.0 Compliance	7
Attachment A Equipment Movement Form	8
Attachment B Customer Complaint Record	9



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Acronyms and Definitions

Alaska Federal Executive Association (AFEA): federal government entities, agencies and organizations, other than the Department of Defense, that operate on the shared ALMR system infrastructure.

Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the Alaska Public Safety Communications Service (APSCS), as established in the Cooperative and Mutual Aid Agreement.

Alaska Public Safety Communication Services (APSCS): a State of Alaska (SOA) office in the Department of Military and Veterans Affairs (DMVA) that operates and maintains the SOA Telecommunications System (SATS) supporting ALMR and provides public safety communication services and support to state agencies.

Alaska Municipal League: a voluntary non-profit organization in Alaska that represents member local governments.

BSIT: Bering Straits Information Technology

Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern Command.

Department of Military and Veterans Affairs (DMVA): 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 Defense, Federal Non-DOD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

Help Desk: where repair, maintenance and programming issues/problems are reported; under the ALMR System Manager.

Infrastructure: the physical hardware used to interconnect computers and users. Infrastructure includes the transmission media, including telephone lines, cable television lines, satellites and antennas, and also the routers, aggregators, repeaters, and other devices that control transmission paths. Infrastructure also includes the software used to send, receive, and manage the signals transmitted.



Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

Member: a public safety agency including, but not limited to, a general government agency (local, 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 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: 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.

Service Request: a request to the Help Desk that requires a work order ticket be created or a service request ticket be opened and assigned to the proper support team.

State of Alaska (SOA): the primary maintainer of the State's microwave system, and shared owner of the System.

Subscriber Equipment: portable, mobile and console equipment that is intended to operate on the ALMR infrastructure for day-to-day intra-agency communications and/or inter-agency cross-jurisdictional interoperability purposes. Subscriber equipment can also include network management terminals, key management facility equipment, gateway and other assets which are determined not to be a burden cost share in applicable Memoranda of Agreement (MoAs).

System: the ALMR Communications System, as established in the Cooperative and Mutual Aid Agreement and as described in any and all System Design/System Analysis (SD/SA) and System Design/System Implementation (SD/SI) documents.

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



*Alaska Land Mobile Radio Communications System
Help Desk Procedure 400-13*

User: an agency, person, group, organization or other entity which has an existing written Membership Agreement with one of the Parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable.

User Council (UC): 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 management oversight and operations of the System. The User Council oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.



1.0 Purpose

The Alaska Land Mobile Radio (ALMR) Communications System Help Desk Procedure establishes and organizes the Help Desk, as managed under the terms of the infrastructure operations and maintenance services contract. The terms of the IOMS contract take precedence, if any conflict occurs.

2.0 Help Desk Overview

The Help Desk is under the supervision of the System Management Office (SMO) and is managed by Bering Straits Information Technology (BSIT) through a partnering agreement with Motorola Solutions. The Help Desk supports various agencies and first responders during emergencies, critical situations, multiple agency exercises, as well as day-to-day operations, by providing reliable status and availability of the System.

The Help Desk acts as the interface between the System and the ALMR user community by resolving issues and helping agencies maximize their use of the System.

The Help Desk refers calls to both the System Management and Operations Management Offices for resolution, as appropriate. The Help Desk provides notifications of service disruptions, tracks trends, and provides customer service support to the ALMR user community

3.0 Roles and Responsibilities

3.1 Executive Council

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the Help Desk Procedure warrant such action.

3.2 User Council

The User Council (UC) shall be responsible for the formal approval of the Help Desk Procedure, and any substantial revisions hereafter.

3.3 System Manager

The System Manager, or his/her designee, is responsible for the oversight of the Help Desk and execution of the Help Desk Procedure.

3.4 Help Desk

The Help Desk provides courteous assistance and round-the-clock support to all member agencies and ALMR stakeholders regarding Service Requests, user complaints, outage reporting, new accounts, maintenance, and equipment drop

off/pickup, as applicable, using skilled customer support specialists and original equipment manufacturer (OEM) certified technical support specialists.

3.5 Agencies

Member agencies are responsible for complying with the requirements outlined in this procedure and notifying the ALMR Help Desk of status changes, as appropriate.

3.5.1 Agency Point of Contact (POC)

There are different levels of POCs who interact with the Help Desk to open, close, or make any other necessary changes to their agency's information.

The primary agency POC shall notify the Help Desk of any changes to the notification list and/or other POC status.

3.5.2 Asset Change

Agencies who are authorized to add/delete equipment on the System are required to report infrastructure equipment changes made on the System within two business days. These changes shall be reported by the System Technologist performing the work or the agency POC by either faxing or emailing a completed Equipment Movement Form (Attachment A) to the Help Desk. A separate form is submitted for each piece of equipment affected.

Upon receipt of the form(s), the Help Desk shall open a Service Request, assigned to the Asset Manager, for each change submitted.

4.0 Procedures

4.1 Contact Information

Users can contact the Help Desk via telephone at 334-ALMR (334-2567) in Anchorage or 1-888-334-ALMR (334-2567) for calls outside of Anchorage (but within Alaska), by email (ALMR-Helpdesk@beringstraits.com), or in person at 5900 East Tudor Road, Suite 121, Anchorage, Alaska.

4.2 Hours of Operation

The SMO provides support for system users from 7:30 a.m. to 4:30 p.m. Alaska time, Monday through Friday, excluding State holidays.

During times of declared emergencies or exercises, the Help Desk has staff available 24 hours per day for the duration of the situation.

4.3 After Hours Contact

If a user requires immediate assistance after normal business hours, during State holidays, and on weekends, they are able to obtain assistance by calling the Help Desk and following the prompts to contact the on-call ALMR technologist.

The technologist will coordinate with the user, and other entities as required, until the problem is resolved.

For after-hour non-emergencies, users can leave a message on the Help Desk voicemail. The Help Desk will respond accordingly the following business day.

4.4 Service Requests and Issues

When the Help Desk receives a request or issue notification, a Service Request is opened using the Help Desk and Asset Management tracking software tool MCM Technology CommShop 360.

4.4.1 Service Request Information

The reporting user should provide specific information to the Help Desk including their full name and contact information, a detailed description of the request, specific requirements, and the requested completion date.

The Help Desk maintains the following information:

- Date and time the call was received
- Caller's name and agency information
- Description of the request
- Equipment affected, when applicable
- Severity level (assigned by the Help Desk)

The Help Desk notifies the user via email or phone with the assigned Service Request number. This notification will provide a brief description of the issue and the expected completion date and time.

A unique tracking number is automatically assigned by the tracking software for each request entered. The Help Desk uses this number in communications regarding the Service Request.

4.4.2 Priority Level and Response

The Help Desk assigns each request a priority level, Severity 1 (highest) to 4 (lowest), based on pre-established criteria as shown in the SMO Customer Support Plan (CSP), Section 3.5. Response time is dependent on the priority level assigned and/or the

current contractual agreement. The requestor is notified of the expected completion date and time when the initial request is opened.

The requestor receives notification of the progress and subsequent resolution of their request. The requestor may call or email the Help Desk at any time to find out the status of their Service Request using the tracking number assigned,.

If the SMO determines that on-site support is necessary to resolve a problem, a qualified technologist is dispatched to perform field repairs or take other appropriate action. A notification will be sent prior to any service actions, if the work being performed disrupts service.

4.4.3 Outage Notifications

The Help Desk shall send outage notifications via email to agency POCs and dispatch centers as outages are scheduled, discovered, and again upon completion/resolution. Dispatch centers are also contacted by phone prior to scheduled outages.

4.4.3.1 Scheduled Outages

For scheduled outages (i.e., equipment replacement, Periodic Maintenance Inspections [PMIs], etc.), the Help Desk sends notifications as soon as possible, depending on the outage.

The Help Desk includes a list of the PMIs scheduled for the following four weeks in the Friday daily report, for the current week in the Monday daily report and in each subsequent daily report that has a PMI scheduled. The scheduled outage time for a PMI is normally a maximum of 15 minutes at a time.

Since the specific site arrival time of the technologist is unknown ahead of time, the Help Desk sends notification of the exact outage time approximately an hour in advance of the site outage, when possible.

4.4.3.2 Unscheduled Outages

The Help Desk notifies users of unexpected/unscheduled outages as soon as the outage is realized or a notification is received.

4.4.4 Console Issues

Any agency having a console connected to the ALMR System shall contact the Help Desk during normal duty hours, or follow the phone prompts to contact the on-call System Technologist after normal duty hours, if they experience a console issue they are unable to resolve through normal troubleshooting measures.

When advised of a console issue, the SMO/System Technologist will assess the situation to determine whether the issue is related to a scheduled and/or unscheduled System outage or the issue is console related. If it is determined the issue is not due to a System outage, the SMO/System Technologist will advise the owning agency to contact their maintenance service provider (see below NOTE).

NOTE: If the owning agency does not have a current warranty or their console is not covered under the ALMR maintenance contract (see ALMR Service Level Agreement Table A.1.2), the SMO will not be able to open a work order or respond to the outage. It will be the owning agency's responsibility to seek outside assistance for maintenance and/or repair. A list of approved servicing vendors is located on the ALMR website (<http://www.alaskalandmobileradio.org>).

4.4.5 Escalation Process

In the event there is a change to the criticality of the Service Request, the agency POC on record with the SMO must contact the Help Desk for escalation and provide an explanation for the change in priority. In the event the POC is not aware of the request for a change in priority to resolve an issue, the Help Desk will contact the POC on record for approval.

If the POC is not satisfied with the initial escalation, they may follow protocols and contact the System Manager for further assistance. If the POC is still not satisfied after discussing the issue with the System Manager, they should contact the Operations Manager.

4.4.6 User Complaints

Although it is the ultimate goal of the SMO to satisfy the user on every occasion, mistakes do happen. The user may submit a Customer Complaint Record (Attachment B) regarding details of his/her complaint. Examples of valid complaints are failure to receive a timely response from the Help Desk, dissatisfaction with work performed, etc.

Users may send Customer Complaint Record forms by fax to (907) 269-6797, or email to the System Manager (tconant@beringstraits.com), the Operations Manager (chris.letterman@wostmann.com) or the Help Desk (ALMR-Helpdesk@beringstraits.com).

A Service Request will be opened and all complaints received at the Help Desk are immediately sent to the Operations Manager and/or the System Manager who will contact the user to resolve the issue.



4.5 Other Functions

4.5.1 Reporting

4.5.1.1 Daily Report

The Help Desk distributes a daily report to agency POCs, and other authorized individuals, showing the current status of the System including current site outages, on-going issues, previous days closed work orders, upcoming PMIs, and other scheduled outages.

4.5.1.2 Monthly Report

A statistical summary of Help Desk activity and problem resolution is included in the monthly SMO report showing on-going System performance, trends, and issues.

4.5.2 New User Account Requests

Agencies desiring to become members of ALMR can request the required materials from the Help Desk or the Operations Management Office (OMO).

Once completed, agencies submit the materials to the OMO. The OMO notifies the Help Desk of approval and the Help Desk then opens a Service Request for activation of the new account. The Help Desk forwards the Service Request to the appropriate subject matter expert, who will work with the agency to establish talkgroups, subscriber IDs, POCs, etc.

4.5.3 Equipment Drop Off/Pick Up

Agencies requesting equipment services from the SMO should first call the Help Desk to request service (e.g. iButton and KVL programming, new equipment testing, etc.). The Help Desk will open a Service Request, assign a technician, and prepare a Hand Receipt for the equipment to be dropped off.

When the user drops off the equipment, both the user and the technologist will initial the Hand Receipt verifying the correct equipment is listed. The user will receive a copy of the Hand Receipt for their records.

Once the technologist completes the equipment service, the user will be notified that the equipment is ready for pick up. The technologist will obtain the original Hand Receipt from the Help Desk on the scheduled pick up date and have the user sign for acceptance upon equipment turnover. The technologist will return the completed Hand Receipt to the Help Desk, who will close out the Service Request.



5.0 Compliance

Compliance with the Help Desk Procedure is outlined in the ALMR Help Desk Policy Memorandum 400-13.



Attachment B Customer Complaint Record

Users with complaints about any issues with the ALMR System or staff should fill out a Customer Complaint Record and submit it to the OMO, SMO, or Help Desk.

CUSTOMER COMPLAINT RECORD	
Date Received:	Time Received:
Customer:	
Phone Number and Location:	
COMPLAINT DESCRIPTION	
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
ORIGINAL WORK ORDER	
Original Work Order:	Time Received:
Description of Original Request:	
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
CORRECTIVE ACTION	
Action Required: Y / N	Rework Assigned:
Actions to Resolve Defect:	
Actions to Prevent Recurrence:	
Action Completed: Y / N	Verified By:
ATTACHMENTS	
Copies Original Work Request Follow Up of Quality of Services Survey	