



ALMR User Council
Active Issues and Risks Log

| Active Issues | | | | | | | | | |
|--|-------------|------------|----------|---------------------------|--|--|----------|-------------------|--|
| No. | Initiated | Research | Approval | Title | Description | Status / Actions | Opened | Targeted / Closed | |
| 32 | Leveque | Gross | UC | Customer Support Plan | Motorola Customer Support Plan | Update 2/6/2008: The Customer Support Plan draft was reviewed by Mr Woodall and changes were requested. The updated version was returned to Mr. Woodall for further review. The SMO CSP was reviewed and changes were made as recommended by the UC Document Review committee. The SMO CSP will be distributed to the entire UC for vote of acceptance NLT Feb 13. | 4-Oct-06 | 5-Mar-08 | |
| 56 | Tim Woodall | Casey Borg | UC | Busies | OMO and SMO will collaborate to develop a standard on what is an acceptable number of busies for both day-to-day and emergency operations, and what is an acceptable duration of length for a busy during those times. OMO will benchmark the data by contacting other staes with trunked radio systems. | Update 1/2/2008: The OMO/PMO is researching other state LMR systems to see what standards they use. The PMO had only received four responses on this issue and did not expect to receive any more. Del stated he would do some further research while at the IWCE and see if he could gather more data; he felt four agencies was insufficient to base a standard off of. | 2-Jan-08 | 31-Mar-08 | |
| 57 | | | | | | | | | |
| Issues closed at or since the last meeting | | | | | | | | | |
| 43 | Johnson | Del Smith | UC | Missing Audio | Chief Johnson reported missing audio problems in Fairbanks and with MATCOM. | Update 2/6/2008: 74 loaner radios were provided for use in Fairbanks. Radios were all returned to the National Guard. Brad Johnson stated some issues had improved but overall performance is not what is needed/expected. He recommended this item be closed. | 1-Nov-06 | 6-Feb-08 | |
| Pending Issues | | | | | | | | | |
| 2 | UC | Jim Kohler | UC | TCO Study of SATS Pricing | SOA ETS to provide SATS pricing to the TCO Committee and User Council. | Update 1/2/2008: Mr. Jim Kohler stated anticipated costs were being reviewed by those above him and should be available soon. Item reworded per UC direction and suspense moved to April meeting. <Pending> | 7-Jun-06 | 2-Apr-08 | |