

Alaska Land Mobile Radio Help Desk Policy

1. Applicability

This policy applies to all Alaska Land Mobile Radio (ALMR) Communications System employees, contractors, consultants, temporary employees, other assigned personnel and user agencies. Any revision or update of this policy must be approved by the User Council.

2. Policy

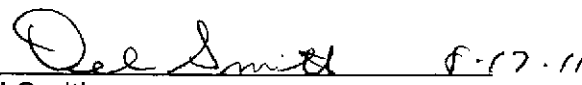
The ALMR Help Desk acts as the interface between the System Management and Operations Management Offices and user agencies for site outage information, asset change requests, new user account requests, site book delivery, and equipment drop off/pick up.

3. Procedures

The Help Desk will open a Service Request for all ALMR-related issues/activities, assign the appropriate priority level, assign the Service Request to a technician, and notify the requester via email of the status of their request. The Help Desk is also responsible for directing customer complaints to the System Manager or Operations Manager, as appropriate. Specific requirements for all Help Desk functions are outlined in ALMR Help Desk Procedure 400-13.

4. Effective Date

This policy shall become effective upon signature and shall remain in effect until rescinded. The policy shall be reviewed periodically and updated, as required.



Del Smith
Operations Manager
Alaska Land Mobile Radio