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# Alaska Land Mobile Radio Communications System

## Help Desk Procedure 400-13

Version 3

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Developed in conjunction with:



**Bering Straits Information Technology, LLC**

A Subsidiary of the Bering Straits Native Corporation



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## Document Revision History

<b>Name</b>	<b>Date</b>	<b>Reason for Changes</b>	<b>Version</b>
Shafer, Sherry	6/25/2009	Approved by the User Council – Final.	1
Shafer, Sherry	7/26/2010	Annual review/update. Approved by the User Council – final.	2
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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 State of Alaska Telecommunications System (SATS), as established in the Cooperative Agreement.

**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.

**Executive Council:** the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Non-DOD Federal 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 of approximately 278,000. 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 SATS (the State's microwave system), and shared owner of the System.

**State of Alaska Telecommunications Systems (SATS):** the State of Alaska statewide telecommunications system microwave network.

**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 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.

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

**User Council (UC):** the User Council is 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



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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 Bering Straits Information Technology (BSIT), LLC, Infrastructure Operations and Maintenance Services (IOMS) 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 BSIT through a partnering agreement with support vendors. 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 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 exemplary levels of customer service 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 Policy and 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 revisions hereafter.

### **3.3 System Manager**

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

### **3.4 Asset Manager**

The Asset Manager maintains and executes a master inventory list of all reported infrastructure equipment, spare infrastructure equipment, subscriber units, site books, and software using the Help Desk and Asset Management tracking software tool.

### **3.5 Help Desk**

The Help Desk provides courteous assistance and round-the-clock support for Service Requests, user complaints, outage reporting, new accounts, and equipment drop off/pickup using skilled customer support specialists and OEM-certified technical support specialists.

### **3.6 Agencies**

Any user can call the Help Desk for assistance with issues pertaining to the ALMR System.

#### **3.6.1 User Point of Contact Information**

Each agency is required to identify a person, or persons, to act as the point of contact (POC) with the Help Desk. 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 Help Desk works with each subscriber agency to set up approved POCs. Currently, each agency is limited to a primary notification contact and five additional POCs. The agency POC(s) will notify the Help Desk of any changes to the notification list and user status.

#### **3.6.2 Asset Change**

Agencies are required to report infrastructure equipment additions and changes made on the System within two business days. These changes are reported by the System Technologist performing the work for the owning agency by 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, the Help Desk opens a Service Request assigned to the Asset Manager who updates the master database accordingly.

## **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@inuitservices.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 Federal 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 Federal holidays and on weekends, they are able to obtain assistance by calling the Help Desk and following the prompts to contact the on-call technician. An ALMR technician will coordinate with the user, and other entities as required, to resolve the problem. The ALMR technician may choose to call the user if more information that is specific to the situation is required.

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.

### **4.4.1 Service Request Information**

When a Service Request is opened, the user needs to provide specific information to the Help Desk. The information includes their full name, 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 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 times.

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 2.5. Response time is dependent on the priority level assigned.

The user receives notification of the progress and subsequent resolution of their request. A user may call or email the Help Desk 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 sends outage notifications by email to agency POCs and dispatch centers. Dispatch centers are also contacted by phone prior to actual 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.

##### 4.4.3.2 Unscheduled Outages

The Help Desk notifies users of unexpected/unscheduled outages as soon as notification is received.

#### 4.4.4 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 a user is not aware of the need 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.

#### 4.4.5 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) to submit details of his/her complaint and receive a response). Examples of valid complaints are failure to receive a timely response from the Help Desk, dissatisfaction of work performed, etc.

Users may send Customer Complaint Record forms by fax to (907) 269-6797, or email to the System Manager, [cborg@inuitservices.com](mailto:cborg@inuitservices.com), the Operations Manager, [delsmith@5starteam.net](mailto:delsmith@5starteam.net), or the Help Desk at [ALMR-HelpDesk@inuitservices.com](mailto:ALMR-HelpDesk@inuitservices.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 any issues.

### 4.5 Other Functions

#### 4.5.1 Reporting

##### 4.5.1.1 Daily Report

The SMO prepares and emails 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

The SMO prepares and provides a monthly report to show on-going System performance, trends, and issues. Reports include baseline metrics to measure the operation of the System and identify equipment, site, site link, or other failure trends, and System performance degradation.

A statistical summary of Help Desk activity and problem resolution is included in the monthly SMO report.

#### 4.5.2 New User Account Requests

Agencies desiring to become members of ALMR can request the required application materials from the Help Desk or the OMO.

Once completed, agencies submit the completed 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 System Manager, who will work with the agency to establish talkgroups, subscriber IDs, POCs, etc.

#### 4.5.4 Site Book Transition

Each ALMR site has a unique Site Book containing applicable, detailed information for each site's access, facilities, shelter, tower, radio infrastructure, and generator. The Help Desk is responsible for providing a copy of the original site book, as well as any subsequent updated pages, to a technician for delivery to the applicable site during routine maintenance or a periodic maintenance inspection. Specific details are annotated in the Site Book Transition and Maintenance Procedure 400-9.

#### 4.5.3 Transportable Unit

Requests for the use of transportable communications systems may be submitted through the Help Desk. The Help Desk will open a Service Request and forward it to the OMO for further review and processing.

#### 4.5.4 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 technician will initial the Hand Receipt verifying the correct equipment is listed. The user will receive a copy of the Hand Receipt for their records.

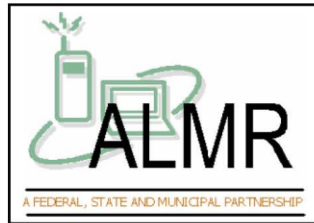
Once the technician completes the equipment service, the user will be notified that the equipment is ready for pick up. The technician will obtain the original Hand Receipt from the Help Desk on the scheduled pick up date and have the user sign for acceptance upon equipment turnover. The technician will 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 A Equipment Movement Form

Users should complete the Equipment Movement Form anytime ALMR equipment is removed or added to the site or inventory.



### EQUIPMENT MOVEMENT FORM

*ALMR Help Desk*  
907-334-2567 Anchorage  
888-334-2567 In Alaska/Outside Anchorage  
907-269-6797 Fax  
almr-helpdesk@inuitservices.com

Please complete the following **within 2 business** days and send via email or fax to the ALMR Help Desk

**Date:** \_\_\_\_\_

**Reported By:** \_\_\_\_\_  
Print Name Organization  
Contact Number Email Address

**Equipment Information:**

\_\_\_\_\_ Description Manufacturer  
 \_\_\_\_\_  
Model Manufacturer Serial Number ALMR Property Tag #

**Indicate where equipment was removed from, where it was installed or whom it was delivered to:**

\_\_\_\_\_  
 \_\_\_\_\_

**If the equipment was delivered to another individual complete the following:**

**Issued to:** \_\_\_\_\_  
Print Name Organization  
Signature Contact Number Date

**If the equipment was sent in for repair complete the following:**

Company shipped to: \_\_\_\_\_ Date Shipped: \_\_\_\_\_  
 PO #: \_\_\_\_\_ RA#: \_\_\_\_\_ Case: \_\_\_\_\_

*Please remember to provide the ALMR Help desk with any documentation that is returned with the repaired/replaced equipment.*

**State the problem, issue or other any other pertinent information:**

\_\_\_\_\_  
 \_\_\_\_\_

## 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/> <hr/> <hr/> <hr/>	
ORIGINAL WORK ORDER	
Original Work Order:	Time Received:
Description of Original Request:	
<hr/> <hr/> <hr/>	
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	