



A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Site Book Transition and Maintenance Procedure 400-9

Version V3

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Developed in conjunction with:



Bering Straits Information Technology, LLC

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Document Revision History

Name	Date	Reason for Changes	Version
Shafer, Sherry	6/18/2009	Approved by the User Council – Final.	1
Shafer, Sherry	7/7/2010	Annual review/update. Approved by the User Council - final.	2
Shafer, Sherry	8/17/2011	Annual review. Approved by the User Council - final.	3

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 local governments.

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.

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: the 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 system operational or repair decisions. In coordination with the User Council, the Operations Manager establishes policies, procedures, contracts,

organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement.

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.

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.

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 to operate on ALMR with one of the Parties to the Cooperative 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 oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council.

1.0 Purpose

Alaska Land Mobile Radio (ALMR) Communication System Site Books provide comprehensive information specific to each ALMR site including technical information, maps, drawings, and photos for each location. This document serves as a guide to a standardized approach for the transition and maintenance of Site Books.

2.0 Roles and Responsibilities

2.1 Executive Council

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the Site Book Transition and Maintenance Procedure 400-9 warrant such action.

2.2 User Council

The User Council (UC) shall be responsible for the formal approval of the Site Book Transition and Maintenance Procedure, and any revisions hereafter.

2.3 Operations Management Office

The Operations Management Office (OMO) maintains the master copy of each Site Book, as well as a permanent record of all reported changes made.

The OMO makes Site Book changes and provides updates to the Help Desk, as required. The OMO will produce three copies of the updated Site Book on digital media. They will retain one copy for the library and provide one to State of Alaska (SOA) Enterprise Technology Services (ETS) and one to the System Management Office.

2.4 System Management Office

The System Management Office (SMO) has the responsibility for scheduling delivery of Site Books to the appropriate site through the Help Desk. The Help Desk ensures Site Books are delivered to the corresponding sites as outlined in Section 3.

The SMO maintains a digital copy of all Site Books.

2.5 Agencies

The owning agency POC is responsible for reporting any changes to sites affecting the content of the applicable Site Book using the System Change Request (CR) Management Procedure 400-3.

3.0 Procedures

Site Books are considered valued System assets and should be maintained and protected accordingly.

Each Site Book also contains a Cooperative Agreement/Memorandum of Understanding (MOU). The cooperative agreement documents the roles and responsibilities between Federal and State agencies who share an ALMR site. A MOU documents the relationship between Federal agencies only.

3.1 Site Books

Each Site Book should contain the following detailed technical information

- Signed cooperative agreement/ MOU
- Appendix A - Attribute profile (site ID, coordinates, directions, shelter/equipment owner, access information, and microwave path information)
- Appendix B - Site drawings
- Appendix C - Photos
- Appendix D - Land use permits
- Appendix E - Spectrum agreements
- Appendix F - Spectrum licenses
- Appendix G - Shelter floor plan
- Appendix H - Shelter rack diagrams
- Appendix I - Optimization/Inventory sheet
- Appendix J - Tower drawings
- Appendix K - Tower photos
- Appendix L - Antenna drawings
- Appendix M - Antenna photos
- Appendix N - Power agreements
- Appendix O - Connectivity bandwidth allocations

3.2 Site Book Installation

The Help Desk opens a Service Request for the Site Book to be delivered/updated during the next scheduled site visit. The Help Desk supplies the hard copy of the Site Book/page changes to the visiting technician. The technician confirms delivery of the book by annotation on their site visit report.

3.3 Site Book Maintenance

3.3.1 Changes and Updates

Changes to Site Books may only be made as a result of a written Change Request (CR) provided by the owning agency POC or their designee, or by a member of the ALMR

staff. Ideally, Site Books should be reviewed annually if at all possible, but at a minimum they will be reviewed during the Periodic Maintenance Inspection by the QA/QC Technical Advisor. If discrepancies are noted, the Site Book shall be removed from the site by the QA/QC Technical Advisor, a CR will be opened, and the Site Book will be delivered to the ALMR Help Desk.

The Help Desk opens a Service Request to track the change and works with the owner agency or the OMO to update the affected pages. Updated pages are marked with a revision date at the bottom right of each page.

Requested revisions are sent to the OMO who prepares the replacement pages for the Site Book and a replacement CD. The Help Desk updates and closes the Service Request upon receipt of the updated media.

The Help Desk opens a new Service Request to transition the updated Site Book/page changes during the next scheduled site visit. The Help Desk provides the visiting technician with the updates and a Site Book Update Form (Attachment A). The technician removes, adds and/or replaces the affected pages as directed on the Site Book Update Form.

3.3.2 Disposal

The technician must ensure all removed pages are shredded. Shredding is the approved method of destruction for site documentation. The Help Desk finalizes and closes the Service Request when the technician confirms update of the Site Book by annotation on their site visit report.

4.0 Compliance

Compliance with the Site Book Transition and Maintenance Procedure is outlined in the ALMR Site Book Transition and Maintenance Policy Memorandum 400-9.

