Dispatch Console Services

NEBRASKA
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OFFICE OF THE CIO

Public Safety – Statewide Radio Services (SRS)
July 2021

Debit Code: 2912
Rate: $15.00/console position/month

Description		Rate FY22/FY23	Debit Code
Dispatch Console Positions	Public Safety Communications Team support, training, and ongoing assistance to the local agency's dispatch center.	$15/console position/month	2912
Motorola Software Upgrade Agreement	Dispatch consoles connected to the SRS are required to subscribe to Motorola's software support, SUA, SUS and Tech Support.	Separate fee quoted and charged by Motorola	rebilled
Network Connections	Primary and (optional) redundant connections to the SRS to operate the local agency's local resources and SRS talkgroups.	Provided by the local agency, or separate fee quoted and charged by OCIO Network Services	

All OCIO rates can be found at: **Rates & Fees**

General Overview

The Statewide Radio System (SRS) Dispatch Console Services support a local agency's SRS compatible console system operating on the SRS. The local agency is required to subscribe to Motorola support services as part of the SRS software upgrades.

Service Details

The Public Safety Communications Team provides SRS talk resources to the local agency's dispatch consoles, in addition to supporting the local agency's conventional resources operated from the dispatch console.

The service includes:

- Login credentials to authorize access to local conventional resources and SRS talk groups.
- Instruction on using the MCC Motorola networked consoles.
- Ongoing support via the OCIO Public Safety Tech Team, email, and phone.

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- Monthly Security Update push to console positions, Archiving Interface Servers (AIS), and Console Alias Management (CAM) servers.

The service does **not** include:

- System Upgrade Agreement (SUAII) − Required for compatibility of the dispatch console with the system core.
- System Update Service (SUS) − Required for Microsoft and third-party software security updates.

These required services are available from Motorola.

Roles and Responsibilities

Responsibilities of the Office of the CIO:
The OCIO is responsible for the SRS infrastructure, the system core, centralized logger, towers, state dispatch consoles and various system features and operations.

Responsibilities of the Customer:
- Learn to use the Motorola MCC console system.
- Provide network connections primary and backup to access the SRS core.
- Request assistance as needed from the OCIO Public Safety Tech Team (ocio.srstech@nebraska.gov).
- Report problems promptly to the 24/7 OCIO Service Desk (cio.help@nebraska.gov). (402) 471-4636
- Maintain their console system.
- Update their console system with the SRS system version using the manufacturer's upgrade services.
- Cooperate with the OCIO on system use, any service impacting issues, problems affecting user operation on the SRS and generally to understand best practices using the SRS. Help is available upon request to ensure users and dispatchers receive necessary training and support to use the system effectively.

Requesting Service

Contact the Service Desk to order the service at 402-471-4636. Optionally submit a Service Request via the Service Portal: [https://serviceportal.ne.gov)](https://serviceportal.ne.gov)

Service Expectations, Hours, Availability and Reliability

Regular business hours: 8:00 a.m. − 5:00 p.m. CDT, Monday through Friday, excluding state holidays and other federal and state government declared days off. The OCIO Public Safety Tech Team is generally available during these hours to receive phone calls, emails and reported problems.

Service Desk Operations: Available after hours (5:00 p.m. − 8:00 a.m.) and on weekends to take reports of service disruptions and relay information to the appropriate on-call person.

The SRS provides several levels of redundancy:
- Dual redundant back-up system cores and network paths ensure system availability in the event of a major data center outage.
- Back-up network paths to state dispatch centers and many of the SRS towers ensure dispatch site availability and wide area roaming coverage availability. State dispatch locations are able to back up

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other state dispatch locations. Local dispatch centers with SRS networked consoles have the ability to provide dispatch back up for other local SRS networked dispatch centers through appropriate agreements and procedures.

Local dispatch centers with SRS networked consoles have access to their local proprietary and shared SRS talk resources. The local dispatch center may choose to implement back-up network paths to their consoles to ensure the local dispatch consoles remain connected to the SRS core to access all their authorized SRS talk resources and features.

- Local dispatch centers with SRS networked consoles equipped with a conventional site controller reverts automatically to take control of local console resources if disconnected from the SRS network. This keeps local control of their repeaters, paging, siren control and SRS ROC and dispatch consolettes functioning until network connectivity is restored.
- Consolette radios in local dispatch centers share local Regional Operations Common "ROC" talkgroups utilizing the SRS area tower coverage. ROC consolettes provide common resources for dispatch centers to contact their neighboring local dispatch centers and state dispatch centers.

Planned and unplanned outages may impact SRS console service. Notifications are emailed to agencies that have requested to be on the SRS Notification Listserve. Outages are mitigated as quickly as possible and notification provided to the SRS Notification Listserve when service is restored or upon a status update.

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

The OCIO provides an SRS Billing Confirmation form to the authorized agency contact specified in the SRS Interlocal Agreement. The agency is responsible for completing the form accurately and returning it to the OCIO Public Safety Team. The agency may request to use an established OCIO billing account, or request a new account specifically for the agency's SRS billing.

For further information, please contact:
The Office of the CIO Service Desk

Request this Service: https://serviceportal.ne.gov

402.471.4636 or 800.982.2468