

Statewide Radio System (SRS) Dispatch Console Service



*Public Safety Communications Support Team
January 15, 2019*

Rates

The Statewide Radio System (SRS) rate listed below supports 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.

SRS Local Agency Dispatch Console Service		
Dispatch Console Positions	Public Safety Communications Team support, training and ongoing assistance to the local agency’s dispatch center.	\$15/month per console position
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
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

Service Description

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.

Service Details

Dispatch Console Services include:

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

SRS Dispatch Console Service

Service Hours, Availability and Reliability

Regular business hours are 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 Operation is 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:

1. Dual redundant back-up system cores and network paths ensure system availability in the event of a major data center outage.
2. 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 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.
3. 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.
4. 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.
5. 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.

SRS Dispatch Console Service

Responsibilities

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

User Agencies are responsible to:

1. Learn to use the Motorola MCC console system.
2. Provide network connections primary and backup to access the SRS core.
3. Request assistance as needed.
4. Report problems promptly to the OCIO Public Safety Tech Team ocio.srstech@nebraska.gov.
5. Maintain their console system.
6. Update their console system with the SRS system version using the manufacturer's upgrade services.

The User Agency is responsible to 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.

Cost and Billing Information

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.

Customer Support and escalation

OCIO Public Safety Tech Team during business hours (M-F 8:00 am – 5:00 pm CDT, except state holidays)

- Phone: 402-471-2041
- Email: ociosrstech@nebraska.gov

After Hours contact the OCIO Service Desk:

- 402-471-4636 or 800-982-2468

For further information, please contact:

Office of the CIO Service Desk
service.desk@nebraska.gov
402-471-4636 or 800-982-2468