

Infrastructure Sharing

Public Safety – Statewide Radio Services (SRS) July 2021

Rate

No rate is associated with this service.

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

General Overview

The OCIO Public Safety Communications Team operates the SRS on behalf of local, state and federal public safety agencies. Infrastructure sharing allows infrastructure Partners to share a common system core to operate and use their respective infrastructures, talk resources, encryption and coverage for their authorized radio devices and consoles.

The SRS Land Mobile Radio System Infrastructure may be connected to other compatible land mobile radio system infrastructures for the purpose of interoperability and cost savings. Infrastructure sharing requires a signed Interlocal Cooperation Agreement. OCIO may grant use privileges to allow infrastructure Partners to manage their system (RF sites, consoles, user equipment) of their SRS connected infrastructure.

Service Details

SRS Infrastructure provides a Motorola Astro M3 DSR core with geographically separate and redundant zone controllers/call processors and includes VHF FDMA wide area trunking coverage statewide.

Partner provides Motorola Astro compatible infrastructure owned by the Partner, connected to the SRS M3 DSR core and available to SRS users for interoperability and coverage.

This service includes:

- Connection to the SRS – Partner’s Motorola compatible infrastructure and supported network may be connected to the SRS core. Motorola detailed design review and subscription to Motorola support services is required.
- Resource sharing – By agreement between user agencies, the Partner and the OCIO may permit programming talk resources and encryption keys in their respective user radios and consoles. Only authorized programmers using OCIO authorized keys and devices are permitted to program radio devices and consoles.

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- System Keys – System keys are provided only through OCIO SRS system administration personnel.
- Talkgroup Sharing – Talkgroups may be shared by agency agreement. Radio programming is only by the Partner’s authorized programmer(s) and only with an authorized system key.
- Support – Service-impacting incidents, planned and unplanned outage notifications and generally any service impacting issues requires that the OCIO and Partners communicate during the incident, ensure affected users are notified and the incident is monitored until resolved. Information sharing and use of established notification procedures are required. Incident resolution and ticketing process is required to conform to established process.
- Use privileges - Login credentials are provided only by the OCIO to authorized government named individuals to access SRS applications for the purpose of managing sites, consoles, user equipment and other system assets under the Partner’s direct responsibility. Manufacturer training is required.

The service does not include:

- State provided maintenance or repair
- Partner required subscription services
- Partner required licenses

Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Maintain DSR redundant system core
- Notification of system maintenance and planned/unplanned outages
- Authorize and manage user login credentials
- Security groups
- System keys/ASKs
- Encryption key CKR management
- Ensure system security
- Assist with troubleshooting
- Manage interoperability resources
- User access outside Partner’s infrastructure

Responsibilities of the Partner:

- Secure and ensure authorized technician login credentials are not compromised.
- **Timely notification of changes** to technical personnel, termination of employment, changes to personnel, or any knowledge of an impact or anticipated impact to the system and/or users of the system.
- Motorola technical training – Authorized technical personnel must possess the proper knowledge, skills and experience and must successfully complete appropriate manufacturer training.
- Authorized technical personnel will respect their use privileges and limit activities to only system assets under their direct responsibility.

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- Change Management - No change to any aspect of the system is permitted outside the Partner's direct responsibility. Coordination with OCIO and NPPD is required for all changes affecting infrastructure.
- Follow established notification process for planned and unplanned outages and incident tickets.
- Authorized technical personnel must obtain administrative approval from their agency for their actions.
- Coordinate/cooperate with OCIO and NPPD regarding any service impacting incident

Requesting Service

Contact the service desk at 402.471.4636 or 800.982.2268. Or submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>.

Service Expectations, Hours, Availability and Reliability

OCIO-SRS notification: Send requests to OCIO to receive unfiltered notifications.

Report a Problem: Customers may contact the Service Desk 24x7; call OCIO Service Desk: 402-471-4636 or 800-982-2468. Operations opens an incident ticket and assigns to Public Safety technical team/on call within a few minutes via email/phone/text. Customers can also view and open service requests by visiting: <https://serviceportal.ne.gov>.

State Radio System Technical Assistance: ocio.srstech@nebraska.gov; 402-471-2041.

Nebraska Public Power District TOC: TOC@nppd.com; 402-362-7391

**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