

Talkgroup Logging Services

Public Safety – Statewide Radio Services (SRS)
July 2021

Debit Code: 2914

Rate: \$7.00/console position/month

Description		Rate FY22/FY23	Debit Code
Talkgroup Logging	Digital voice recording of a local agency's SRS proprietary talkgroup	\$7/month	2914
Network Connection	Required to access local agency's SRS proprietary talkgroup recording. This is completed by the Network Services Team	Separate fee charged by OCIO Network Services	

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

General Overview

The Public Safety Communications Team provides access to local talk resources logged on the state centralized logger system. A user agency's proprietary talk resources may be logged by request. Support includes help with orientation on using the NICE Inform application, access to the local agency's SRS talk resources and trouble assistance.

Service Details

The service includes:

- Login credentials to authorize access to local talkgroups on the state NICE Inform logger.
- Providing agency proprietary talkgroups to be logged on the state NICE logger (see Statewide Radio System (SRS) Radio Service description).
- Instruction on using the NICE Inform application.
- Ongoing support via the OCIO Public Safety Tech Team, email and phone. Ongoing support via the OCIO Public Safety Tech Team, email, and phone.

The service does **not** include:

- Network connection to access local agency audio on SRS Nice recorder.

Talkgroup Logging Services

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 Inform application to access the agency's talkgroup recordings.
- Network connection to access the state logger.
- Request assistance as needed.
- Report problems promptly to the 24/7 OCIO Service Desk (cio.help@nebraska.gov). (402) 471-4636
- Maintain chain of custody when accessing and using the agency's talkgroup recordings.
- 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>

Service Expectations, 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 a centrally managed redundant logging recorder for SRS radio traffic:

- Primary and redundant back-up logger for local SRS talkgroup traffic.
- Managed network connection provided by OCIO Network Services.

Planned and unplanned outages may impact SRS logging 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.

Talkgroup Logging Services

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