

CLEMIS OakWIN Radio Issues Reporting Policy
Issue Date: 12/18/2008

Rev. 1/09

This Procedure replaces all prior radio issue reporting procedures. PSAPs should no longer contact IPC or a console repair contractor for console repair issues

- I. **Purpose:** it is the purpose of this policy to define communication issues involving the OakWIN radio system and provide system users with a reporting mechanism, investigation procedures, and resolution, with feedback to the reporting party.
- II. **Definitions:**
 - A. **User equipment issues shall be defined as a malfunction unique to one piece of user equipment:**
 1. **Consoles**
 2. **Mobiles**
 3. **Portables**
 4. **Control Stations**
 - B. **Infrastructure Issues shall be defined as a communication impairment impacting one or more radio towers or channels**
 1. **Coverage**
 2. **Roaming**
 3. **Network or Connectivity**
- III. **Procedure:**
 - A. **Users shall initially report all issues with CLEMIS provided User Equipment and all potential Infrastructure Issues to the Oakland County Service Center at**

248-858-8812

This procedure does NOT supersede User Agency procedures. User equipment and/or Infrastructure issues that are normally referred to the local Radio Network Supervisor and/or PSAP Coordinator for initial investigation should be handled in the same manner. It will then be the responsibility of the local Radio network Administrator and/or PSAP Coordinator to report the incident to the Service Center

- B. The Service Center will create an initial incident which will document the issue**
- C. The Service Center will utilize an established Knowledge Base to assist the User and/or refer the user to the correct contact person**
- D. For issues requiring immediate response, 7 X 24, the Service Desk will contact Oakland County Radio. Oakland County Radio will be responsible for contacting appropriate repair technicians and coordinating response**
- E. For Infrastructure Issues, once a technical resource has been assigned to the initial incident, the reporting User will be advised to forward any additional information, including the Infrastructure Issues Reporting Form, audio tapes and/or wave files, etc. to the technical resource**

IV. Follow Up

- A. Users may obtain updates on reported incidents from the Oakland County Service Center at <https://sc.oakgov.com>**
- B. The reporting User may also request an email update from the service center, and/or the assigned technical resource**