

Statewide Radio System (SRS) Infrastructure Sharing

*Public Safety Communications Support Team
May 4, 2020*

Service Description

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.

Land Mobile Radio Infrastructure Sharing	
SRS Infrastructure	Motorola Astro M3 DSR core with geographically separate and redundant zone controllers/call processors. VHF FDMA wide area trunking coverage statewide.
Partner Infrastructure	Motorola Astro compatible infrastructure owned by the Partner, connected to the SRS M3 DSR core and available to SRS users for interoperability and coverage.

SRS Infrastructure Sharing

Service Details

Connection to the SRS	Partner's Motorola compatible infrastructure and supported network configurations 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 authorized keys and devices are permitted to program radio devices and consoles.
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.
Encryption Sharing	Encryption keys may be shared by agency agreement and through authorized Common Key Reference (CKR) management process.
Support	<p>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.</p> <p>Information sharing and use of established notification procedures are required. Incident resolution and ticketing process is required to conform to established methods.</p>
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.

SRS Infrastructure Sharing

Responsibilities

The OCIO and NPPD are responsible for the operation and maintenance of the SRS infrastructure. The OCIO is additionally responsible for state consoles, public safety subscribers, assigning Partner login credentials and to support and enforce the requirements of the Interlocal Cooperation Agreement and SRS Service Description for Infrastructure Sharing.

Partners are responsible for their owned infrastructure, towers, dispatch consoles, subscribers and other aspects of their SRS connected equipment. Partners are responsible to cooperate with the OCIO on system use, change management, any service impacting issues, problems affecting user operation and understand best practices on the SRS.

Additionally, Partners are responsible to adhere to the following:

- Training
Technical personnel must possess the proper knowledge, skills and experience and obtain appropriate manufacturer training and instruction required for SRS operation.
- Change management
No changes to any aspect of the system are permitted outside the Partner's direct responsibility. Coordination and cooperation with OCIO is required for all changes outside the Partner's direct responsibility.
- Notification
Follow established notification process for planned and unplanned outages and incident ticket procedure.
- Use privileges
Authorized technical personnel will respect their use privileges and limit activities to only system assets under their direct responsibility.
Coordinate and cooperate with the OCIO on all matters outside the Partner agency's direct responsibility.
Notify the OCIO of changes to personnel with login credentials.

Inappropriate Use

Compromised logins, inappropriate actions, or behaviors that impact the system or its users may result in temporary suspension or permanent revocation of SRS use privileges. The OCIO and Partners will provide timely notification and assist in mitigating security risk, termination of employment, changes to personnel, or any knowledge of an impact or anticipated impact to the system and/or users of the system.

Cost and Billing

Radio infrastructure sharing is generally covered through an Interlocal Cooperation Agreements and Service Description at no-cost between the OCIO and infrastructure Partner. By agreement, the OCIO and Partner may agree to incur costs to benefit the system.

SRS Infrastructure Sharing

Service Hours and Availability

Regular business hours are 8:00 a.m. – 5:00 p.m. CT, Monday through Friday, excluding state holidays and other federal and state government declared days off. The OCIO Public Safety Technical 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. Operations receives trouble calls and issues a ticket to the OCIO on-call technician.

The SRS subscribes to Motorola Technical Support service 24x7. The OCIO and Partners use Motorola Technical Support to diagnose and troubleshoot Motorola equipment issues. A trouble ticketing process tracks the issue to resolution and 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.

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Customer Support and Escalation

- OCIO-SRSnotification: Send request to OCIO to receive unfiltered notifications.
- OCIO Service Desk: Call 402-471-4636 or 800-982-2468 to report problem. Operations opens incident ticket and assigns to PS technical team/on call within a few minutes via email/phone/text.
- State Radio System technical assistance: ocio.srstech@nebraska.gov or 402-471-2041
- Motorola Technical Support: Motorola System Support assists with troubleshooting and problem resolution.

For further information, please contact:

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