Statewide Radio System
(SRS) Talkgroup Logging Service

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OFFICE OF THE CIO

Public Safety Communications Support Team
January 15, 2019

Rates

The Statewide Radio System (SRS) rate listed below accommodates logging a local agency's SRS proprietary talkgroup. The local agency is required to be a user of the SRS and be capable of accessing the state logger.

SRS Local Agency Logging Service		
Talkgroup Logging	Digital voice recording of a local agency's SRS proprietary talkgroup.	$7/month
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

Service Description

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

Talkgroup Logging Services include:

- 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.

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 a centrally managed redundant logging recorder for SRS radio traffic:

1. Primary and redundant back-up logger for local SRS talkgroup traffic.

2. Managed network connection provide 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.

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 Inform application to access the agency's talkgroup recordings.
2. Network connection to access the state logger.
3. Request assistance as needed.
4. Report problems promptly to the OCIO Public Safety Tech Team ocio.srstech@nebraska.gov.
5. Maintain chain of custody when accessing and using the agency's talkgroup recordings.

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

SRS Talkgroup Logging Service

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

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