

SREC POLICY 604-2 POL

OUTAGE NOTIFICATION

Date: 03/17/2021

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This policy applies to all participating agencies.

GENERAL INFORMATION

The purpose of this policy is to define the procedures for notifications of scheduled and unanticipated maintenance activities having an impact on normal system operations.

SREC provides radio communications services to public safety agencies in Spokane County as well as city/county non-emergency departments, and public safety communications services (dispatching, 911, and Crime Check) for all Spokane County fire and law enforcement agencies.

Typically, equipment functionality can change when hardware and software configuration alterations, or other maintenance activities are performed. Notification of planned maintenance activities that impact the normal operation of the system allows user agencies to prepare as needed.

Maintenance activities, either planned or unplanned, that could impact the users of the system requires notification to the affected agency or agencies' radio POC representatives. If planned maintenance will have a significant impact the notification shall be made no less than 2 weeks prior to the outage, with a follow up notification 24 hours prior to the actual event. Significant Impact is defined as affecting multiple agencies and causing capacity or coverage impacts, or the loss or potential loss of the radio consoles. Notification of preplanned maintenance activities having a minor impact will be made 72 hours prior to the event. Notifications of unscheduled or emergency outages will be made as soon as possible. The notification shall be made by e-mail, as well as by phone call, radio, or any combination of the same. The notification will consist of:

What is happening?

When is this happening?

Why is this happening?

Who will be impacted?

How will this impact you?

Questions?

If you have any questions or concerns regarding the updates, please contact SREC-TECH@srec911.org or call (509) 477-5763 .

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RESPONSIBILITIES

1. Each participating agency shall designate a Point of Contact (POC) responsible for coordinating communication technology requests and to work with the Technical Services Manager. Agency notification of radio maintenance activities to their individual subscribers is at the discretion of their agency's designated POC representative.
2. It is the responsibility of the SREC Technical Services Manager to ensure that all affected users are notified well in advance of any planned outage. Prior to commencing the operation, personnel from the Radio Shop shall contact each dispatch center's supervisor, for a last-minute situational briefing. At that time SREC Radio Shop personnel shall, as determined by the briefings, make the GO/NOGO decision.
3. Once the operations are complete, SREC Radio Shop personnel shall contact the dispatch supervisors for an update and user feedback.