

MARCS COMPUTER AIDED DISPATCH

Service Description

MARCS Computer Aided Dispatch (CAD) computerizes the mission critical dispatching functions for agencies requiring effective information sharing and dispatch within wide area networks. The system is designed to support the multi-agency/multi-jurisdictional networks and large single-agency call centers with dispatch operations. The automated capabilities within CAD allow call takers and dispatchers to quickly and efficiently handle incident information, which provides officer safety and protects the communities they serve. Sold in conjunction with the MARCS Radio service, CAD allows dispatch operators to patch through to other entities using 800 MHz systems for mutual aid.

A MARCS Computer Aided Dispatch customer might also be interested in the following OIT services:

- MARCS Radio
- MARCS Wireless Mobile Data Communications

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency and Convenience** - Dramatically improves a dispatcher's ability to properly manage critical incidents and high volume calls for service during normal and emergency operations.
- **Improved Command and Control** - Enables first responders to monitor remote vehicle locations, which facilitates closest car dispatch and enhancing officer safety.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Centralized infrastructure to support voice and data dispatch consoles
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service provisioning and implementation
- Three tiers of engineering support

Maintenance Schedule

Scheduled maintenance may occur occasionally on Wednesdays from 5:00 a.m. to 7:00 a.m. Any extended maintenance is performed after the scheduled maintenance ends at 7:00 a.m. At the completion of the required maintenance, all users are returned to regular operation.

Incident Response & Resolution

As a primary service, MARCS Computer Aided Dispatch support staff is available 24 x 7 for both incident reporting and resolution. MARCS Computer Aided Dispatch staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	MARCS Radio uptime	99%
Incident Responsiveness	MARCS Computer Aided Dispatch support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Computer Aided Dispatch support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Obtain all subscriber equipment (for example, mobile radios)
- Physical network connection with minimum of T-1 connectivity
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Wireless data access

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.