

MARCS WIRELESS MOBILE DATA COMMUNICATIONS

Service Description

The Multi-Agency Radio Communication System (MARCS) Wireless Mobile Data Communications service facilitates wireless connectivity across the state of Ohio for police, fire, and EMS first responders. The wireless mobile data communications architecture is built on the Motorola 9.6 Radio Data Link Access Procedure (RDLAP) DataTAC private Radio Frequency (RF) solution, which provides software that enables connectivity to various internal and external sources, such as LEADS (Law Enforcement Automated Data System), MARCS Computer Aided Dispatch, BCI & I (Bureau of Criminal Identification and Investigation), automated vehicle location, the field interview database, car to car and car to dispatch messages and BMV photos.

A MARCS Wireless Mobile Data Communications services customer might also be interested in the following OIT services:

- MARCS Computer Aided Dispatch
- MARCS Radio

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **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.
- **Usability** - The service is user-friendly and offers ease of use for both desktop and mobile customers.

OIT Provides

- Incident resolution services via the Customer Service Center
- Infrastructure to support statewide wireless mobile data communications
- 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 Wireless Mobile Data support staff is available 24 x 7 for both incident reporting and resolution. MARCS Wireless Mobile Data Communications 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 Wireless Mobile Data Communications server uptime	99%
Incident Responsiveness	MARCS Wireless Mobile Data Communications support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Wireless Mobile Data Communications 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>.
- Meet federal, state, and local requirements for accessing criminal justice information, such as NCIC (National Crime Information Center) standards
- Obtain all subscriber equipment, such as mobile data radio modems, GPS (Global Positioning System) receivers, mobile data computers
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.