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MARCS Program Office
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MARCS	**MARCS IT Policy** Data Radio Service Customer Process	**No: MPP-23.0** **Effective: 01/17/2005** **Revised: 81/17/10** **Issued By:** Teri Steward **Published By:** MARCS Program Office

1.0 Purpose

The purpose of this policy is to document the processes involved in becoming MARCS' Data System customers. These processes will be adhered to by all new and existing MARCS' customers.

2.0 Scope

2.1 Customer Responsibilities

- Use Agreement
- Subscriber Equipment Purchase
- Equipment Programming
- End User Training
- Administration & Maintenance

2.2 Provider (MARCS) Responsibilities

- System Administration & Maintenance

3.0 Background

MARCS provides an 800 MHz digital trunked voice and data system. This system allows highly dependable data radio communication between dispatch facilities, control station radios, mobile units, and handheld portable units. A "trunked radio system" refers to the means by which relatively few radio channels are shared among a large number of users. This is accomplished using control equipment that manages functions like channel selection and access, freeing the user to focus on performing their duties.

4.0 Customer Responsibilities

4.1 Use Agreement – Customer agency will provide a formal request to MARCS to subscribe for data radio service.

Subscriber Equipment Purchase

4.1.1 Equipment Purchases – Customers must purchase equipment successfully tested for optimum performance by MARCS technicians on the MARCS network;

4.1.1.1 From Motorola, Inc.
13108 Collections Center Dr, Chicago, IL 60693. Contact Josh Pearson at 1-800-367-2346 x4704, fax 847-725-4704. Reference State Term Schedule # 573077-0. Email josh.pearson@motorola.com

4.1.1.1.1 Equipment order to be reviewed by MARCS Program Office, 30 East Broad Street, 39th Floor, Columbus, Ohio 43215 prior to formal commitment. Contact Teri Steward at (614) 614-995-3526, fax 614-995-0067. Email teri.steward@ohio.gov.

4.1.1.2 From Motorola Authorized Vendor
Various Locations

4.1.1.2.1 Equipment order to be reviewed by MARCS Program Office, 30 East Broad Street, 39th Floor, Columbus, Ohio 43215 prior to formal commitment. Contact Teri Steward at (614) 614-995-3526, fax 614-995-0067. Email teri.steward@ohio.gov.

4.2 Equipment Programming

4.2.1 Motorola Authorized Vendor - Subscriber equipment purchased from Motorola Vendor will be programmed with customer specific templates at vendor's facility and delivered to customer upon completion.

4.2.2 MARCS - Subscriber equipment purchased from Motorola Vendor may be programmed by MARCS with customer specific templates at the request of the customer. Programmed equipment will then be delivered to customer upon completion.

4.3 End User Training – MARCS will work with each customer agency to arrange Vendor and/or Train-the-Trainer provided training.

4.4 Administration & Maintenance

4.4.1 The Customer shall adhere to MPP-18.0 MARCS Subscriber Equipment Accountability Policy. Said policy will document process to activate subscriber equipment.

4.4.2 The Customer shall be solely responsible for field subscriber equipment (i.e., portables, mobiles, control stations, VRM, and in-band repeaters), but not limited to maintaining troubleshooting, repairing, upgrading, replacing, and servicing all hardware.

4.4.3 Customer is responsible for all RSS and/or CPS software licensing, software maintenance, troubleshooting, and upgrades/enhancements.

4.4.4 Customer is responsible for complying with any software licensing requirements by manufacturers for software installed in the field subscriber equipment including but not limited to portable radios, mobile radios, control stations, VRM, and in-band repeaters.

4.4.5 Customer is responsible for changing all agency specific configurations in the subscriber equipment.
4.4.6 Customer is responsible for all security and auditing of all configurations.
4.4.7 Customer is responsible for restoring all configurations for field subscriber software or hardware.
4.4.8 Customer is responsible for backing up agency specific configurations for any field subscriber software and hardware.
4.4.9 The customer may make a written request via electronic mail for an alternate time for scheduled maintenance. The provider must receive the request at least 48 hours in advance of the scheduled maintenance time. While the provider will make every reasonable effort to accommodate the customer's request, the provider reserves the right to perform maintenance whenever the providers deem it necessary. If no written request to reschedule maintenance is received from the customer, maintenance will proceed as planned.
4.4.10 If the customer enters into an agreement with another party for services related to the scope of this agreement, the provider will not be identified within that agreement. The customer does not represent the provider and cannot make commitments on the provider's behalf. For services related to the scope of this agreement, the provider will advise the customer concerning the creation of agreements for services provided to the customer's customers.
4.4.11 Initiating agreement negotiations regarding applications or projects newly proposed or under development is the responsibility of the customer. Negotiations should begin during the requirements gathering phase of the development cycle to ensure that the provider can allocate sufficient resources to meet the customer's service level requirements from the beginning of the production life of the application. Initial service requirements should be documented before exiting the final phase of development.

5.0 Provider Responsibilities

5.1 System Administration & Maintenance

5.1.1 The provider shall provide Data System maintenance and administration services including, but not limited to software or configuration updates when they are received from the vendor, security vulnerability information when received from the vendor, a centralized tracking mechanism for addressing software issues associated with the vendor, ensuring the necessary network throughput is available for only the Motorola product and affiliated modules.
5.1.2 The provider shall perform preventive maintenance and administration per vendor's recommendations.
5.1.3 The provider shall be responsible for ensuring the necessary network throughput is available for only the prescribed or authorized product and affiliated modules.
5.1.4 The provider shall be responsible for backups, modifications, restorations of any global configurations pertaining to the MARCS applications.
5.1.5 Provider shall be responsible for establishing a process to develop templates, administer and maintain template server, and change management.
5.1.6 Provider shall provide 24/7 Help desk support.
5.1.7 Provider shall provide 24/7 on call Technical Staff Support.
5.1.8 The provider will notify the customer in both emergency and non-emergency situations which may require that one or more of the customer's applications or functions be disabled for any period of time.
5.1.9 The provider will notify the customer's designated contact of scheduled maintenance outages at least one week in advance and will provide an additional reminder at least 48 hours in advance. Maintenance tasks will be scheduled during non-peak periods as defined by the customer.

5.1.10 The provider will also notify the customer's help desk or system administrators at least 24 hours before and again 1 hour before starting maintenance. The customer will be notified of those dates near the beginning of the year.

5.1.11 The provider will notify the customer's designated contact and help desk (if available) concerning emergency outages as far in advance as possible.

5.1.12 The provider and the customer will jointly make decisions regarding application and other capacity planning requirements by meeting on a quarterly basis, or more frequently if necessary. The provider and the customer will meet on a quarterly basis to review compliance with the agreement and to discuss any outstanding issues related to service delivery. The provider will be responsible for scheduling the meetings.

6.0 Requests for Additional Service

A customer request for new/additional service and/or hardware and/or software should be sent from the customer's designee via electronic mail to the provider's Program Administrator or his designee with copies to the provider's senior managers.

7.0 Requests for Support

7.1 Help Desk and Problem Escalation Procedures

The severity of the problem and the effect it has on the ability to support the customer are determined based on many influencing factors.

Problem severity is noted as level 1, 2 or 3 with 1 being the most severe and 3 being the least severe. The customer will designate these levels. The customer will have responsibility for determining the severity of the problem based on the following guidelines:

Level 1 Critical application or function is inoperable.
Level 2 Some aspects of a critical application or function are hindered or inoperable.
Level 3 Non-critical application or function is hindered or inoperable.

The customer will report the problem to the provider after assuring that every reasonable effort has been made to determine that the problem resides with the provider. Once the severity of the problem has been determined, a formal process of notification and response is required. The provider and customer will each follow their respective escalation procedures.

A list of the customer's staff authorized to contact the provider for support will be retained by the customer's designee and furnished to the provider as needed. The list may be provided via electronic mail.

7.2 Escalation Procedures

Timeframe	Event that Triggers Escalation	Escalation Response
Immediately on Receipt of Notification of MARCS Maintenance Requirement	• No response from technician on duty	• Provider's Help Desk Staff calls the first person in the escalation directory. If that person cannot be reached, the next person in the directory is called until a technician is reached.
2 Hours from open action request	• Technician has not arrived at the site • Non-conformance with MARCS Standards of Maintenance Performance requirements stated in agreement	• Provider calls the Customer to inform them the technician has not arrived; advises the Customer of the estimated time of arrival. • If original Technician cannot reach the site on time, another Technician will be dispatched. • Provider Help Desk Staff will notify the Customer of change in status.
4 Hours After Receipt of Action request	• Restoration has not been completed and resolution is still unknown • Non-conformance with MARCS Standards of Maintenance Performance stated in agreement	• Provider calls the Customer to inform them the repair has not been completed. Provider advises Customer of the estimated time of restoral and any conditions that affect restoral. • If restoral cannot be accomplished, Provider will notify the Customer, and outline emergency procedures to be implemented. The Provider will work with the Customer to identify operational work arounds needed to continue system operations.
6 Hours After Receipt of Action request	• No restoral accomplished	• Provider Help Desk Staff notifies Customer. • Provider Help Desk Staff notifies appropriate project engineering staff personnel and the Program Administrator.
8 hours after receipt of action request	• No restoral accomplished	• Provider Help Desk Staff requests specialized assistance from product service depot.

7.3 Problem Resolution Turnaround Time

7.3.1 The Provider cannot guarantee a recovery window for problem resolution, due to the unlimited variation of problems and the complexities associated with them.

7.3.2 The Provider will insure that problem events impacting <u>production</u> systems receive:

7.3.2.1 Immediate dispatch of technical support

7.3.2.2 Continuous troubleshooting efforts until problem resolution

7.3.2.3 Follow up postmortem - discovery and suggested prevention measures System failure response will be made within two hours of notification. This response will be provided 24 hours a day, seven days a week. Telephonic response may be made through modem connection to reprogram, reload or upload appropriate patches or corrections. Modem connections will be requested and approved in compliance with the MARCS dial in policy.

8.0 Terms and Conditions

8.1 Cost and Billing

The Provider will provide the services within the scope of this agreement at currently published rates. The rates are subject to change pursuant to specific Customer requirements and any applicable rate adjustment by the Provider. If the Customer requires special accommodation in the delivery of a service, additional charges may be incurred.

Rates are reviewed annually but may be subject to change more frequently. Rates are developed in accordance with the rules and regulations of the federal Statewide Cost Allocation Plan (SWCAP). They are subject to approval by the Director of the Office of Information Technology and by the Office of Budget and Management.

Unless otherwise indicated, the Provider bills for each service monthly in arrears. Payment will be made via ISTV for state agencies.

This agreement is subject to Section 126.07 of the Ohio Revised Code.

The funds for this agreement are contingent on the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails at any time to continue funding for any payments due under the agreement, the agreement will terminate as of the date that the funding expires. After that, there will be no further obligation.

8.2 Primary Contacts

A primary contact list for the Provider (listed by service) and the Customer (listed by application function, project, or program) will be established by both parties. Additional contact information will be needed for notification of application or system outages. Keeping the Customer's contact information current, accurate, and complete is the responsibility of the Customer.

The Provider and the Customer will each maintain documentation during the life of the agreement to evaluate the effectiveness of the agreement. An evaluation team of personnel from the Provider and the Customer will review the documentation at the time of the agreement renewal to determine whether the Provider has:

- Provided the level of service specified in the agreement.
- Supplied cost effective service compared to private industry costs for similar services.
- Operated the hardware/software efficiently and appropriately.
- Acquired hardware/software that was not planned for previously.

8.3 Evaluation

An evaluation team of personnel from the Provider and the Customer will review the documentation at the time of the agreement renewal to determine whether the Customer has:

- Adequately described the services required to enable the Provider to provide acceptable services.
- Provided the necessary notices in the required timeframes to accomplish the tasks requested.
- Requested hardware/software/support that was not planned for previously.

The documentation review will occur at least 90 days before the expiration of the agreement.

After the review is completed, a decision will be made regarding the feasibility of negotiating another agreement for the same or longer time period.

If no substantive changes to the agreement are required, either the Customer or the Provider can propose extending it for an additional biennium and submit an extension request for signature. After all required signatures are obtained, the agreement will be extended, and the signed extension request will become part of the agreement. If this agreement expires while the extension process is in progress, the Provider and Customer will continue to operate under the terms of the agreement, unless the Provider receives a written termination of service notification from the Customer or the Customer receives a written termination of service notification from the Provider.

If changes are required, negotiations for another agreement will begin as soon as possible after the documentation review with the goal of having a new agreement in effect immediately following the expiration of this agreement. If this agreement expires while negotiations are in progress, the Provider and Customer will continue to operate under the terms of the agreement, unless the Provider receives a written termination of service notification from the Customer or the Customer receives a written termination of service notification from the Provider.

9.0 Agreement & Services Contacts

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