

REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES	 Regional Wireless Cooperative
	No. A-08.11
Subject: System Performance Issue Reporting Procedure	Effective Date 8/10/11 Rev: 11/12/14

1.0 Purpose

- 1.1. Define a notification procedure for reporting system performance issues.

2.0 Owner

- 2.1. Regional Wireless Cooperative (RWC) Operations Working Group (OWG).

3.0 Applies To

- 3.1. RWC Members, Interoperability Participants and any entities otherwise using the operational capabilities of the RWC.

4.0 Background

- 4.1. Any radio system may experience performance issues requiring investigation.

5.0 Policy Statement

- 5.1. System issues may impact operations and should be identified and communicated in a timely manner.

6.0 Supporting Rules

- 6.1. System Performance issues will be reported to the RWC Regional Operations Center (ROC).

- 6.1.1. The reporting party will provide specific details, to include:

- 6.1.1.1. The specific affected area.
- 6.1.1.2. Specific details on type of subscriber units, radio ID's and accessories involved.
- 6.1.1.3. Date and time of occurrence.
- 6.1.1.4. Talkgroup(s) experiencing the issue.

- 6.1.1.5. Characterization of the problem.
- 6.1.1.6. Efforts taken for mitigation.

6.2. The Network Operations Manager, the reporting party, and when appropriate, the Maintenance Managing Member will collaborate to analyze, report, and if possible resolve all subscriber impacting network performance issues.

6.3. If the system performance issue is not resolved to the satisfaction of the originating reporting party, the issue may be reported to the Executive Director.

7.0 Responsibilities

7.1. The Network Operations Manager or designee will report back to the originating reporting party.

7.2. If the issue requires extensive follow-up or mitigation, it may be submitted to the OWG for discussion and possible recommendations

7.3. The Network Operations Manager or designee will notify the Executive Director, when necessary.

7.4. If the issue requires additional regional funding, the recommendation will be submitted to the Executive Committee for referral to the Board of Directors.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.