



Statewide Interoperability Radio Network (SIRN) Standards, Protocols, Procedures



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State Standard Number	4.2.0	
Standard Title	Subscriber Radio Maintenance	
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1. Purpose or Objective

The purpose of this Standard is to provide guidance to users and local administrators on the maintenance of agency-owned subscriber or radio devices.

2. Technical Background

- **Capabilities**

Uniform device maintenance practices across all user agencies helps advance a consistent user experience and a high level of performance.

- **Constraints**

Agencies are responsible for the maintenance of their subscriber radios.

3. Operational Context

Individual agencies are responsible for the maintenance of radio subscriber equipment and should develop policies and procedures to ensure the proper operations and repair of faulty devices.

SIRN Statewide System Administrator or NDIT (Operating Agency) is not responsible for end user device maintenance.

Since agency-maintained radio device or equipment failures are can be the source of failed communications (i.e., when the issue is not infrastructure related), internal protocols to ensure proper device operation are essential.

4. Recommended Protocol/ Standard

Each SIRN subscriber agency must:

- have designated personnel responsible for their subscriber devices' maintenance and repair
- develop policies and procedures to ensure the proper operations and repair of faulty devices
- uphold high device performance and maintenance standards as recommended by SIRN and the devices' manufacturers

Agencies may be randomly audited to provide evidence for meeting these standards.





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The SIRN Statewide System Administrator, through the support of the NOC and customer service departments, may identify underperforming devices and notify owner agencies. Agencies are expected to promptly resolve the issue or may be required to remove the device from service until a resolution is implemented.

5. Recommended Procedure

Change Reporting: Changes implemented to subscriber devices, including radio programming, codeplug updates, device replacements, ID reassignments MUST be reported to the SIRN Statewide Administrator per the change management or reporting procedures applicable to the change.

Systemic Device Issues: Agencies shall report systemic device issues such as software or performance problems affecting multiple devices to the SIRN Statewide System Administrator.

6. Management

SIRN Statewide System Administrator is responsible for the management and application of this policy.