



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



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State Standard Number	<b>4.3.0</b>	
Standard Title	<b>Notification for System Changes and Outages</b>	
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## **1. Purpose or Objective**

The purpose of this Standard is to define policy and procedure for notifications on system changes and outages that can have an impact on SIRN users.

## **2. Technical Background**

- **Capabilities**

Notification of planned and unplanned events that can impact normal function of the system, such as maintenance activities or equipment failure, will allow User Agencies to prepare and react as needed. Examples of events include:

- System transitions/migrations
- Radio Frequency (RF) site/tower changes or removals
- Changes to talkgroups and resources
- System upgrades and version changes
- PSAP equipment security and software patches
- Feature changes
- Unplanned downtime
- Equipment Failure

- **Constraints**

System *events* are common in a technology solution of SIRN's size. Most of these events do not affect users of the system, due to the redundant nature of the design.

Prompt and orderly notification of administrators and representatives about system events, issues and outages is an essential component of system operations. Knowledge of system events prepares agencies and enables them to deploy any necessary backup communication plans.

If the notification process is unnecessarily lengthy, it will be a barrier to performing scheduled maintenance activities and may hinder emergency repair efforts. However, unnecessary disruption in the operational use of the system due to a lack of notification will create confusion for system users.

## **3. Operational Context**





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Subsystem or Local Administrators will be notified of outage and change activities that may impact their represented subsystems or subscribers of the system.

All Subsystem or Local Administrators must have and maintain an up-to-date primary and alternate recipient(s) for notifications.

The Statewide System Administrator will maintain a complete contacts database.

The primary means of sending notifications will be through *e-mail lists and phone calls, if necessary*.

The SIEC and Statewide System Administrator will maintain two separate lists for system notifications purposes:

1. SIRN Platform Notification List: Contacts list of all Local Administrators who represent SIRN User Agencies which own and access SIRN via radios
2. SIRN Subsystem and System Administration List: Contacts list of Subsystem Owners, PSAP Managers, or designees who own and operate SIRN infrastructure components such as PSAP dispatch equipment or network interfaces

At least two individuals per agency must register for each service by contacting the Statewide System Administrator.

#### **4. Recommended Protocol/ Standard**

Notifications of planned and unplanned maintenance activities or outages that have the capability of impacting subscribers on the SIRN system will be distributed via the SIRN Platform Notification list.

Administrative messages for system changes or reports will be distributed via the Subsystem and System Administration List.

Notifications may be sent by System Administrators or technical staff at any level, as appropriate. The Statewide System Administrator may elect to designate certain individuals as trusted senders, meaning those individuals may send messages without moderation. All other messages will be moderated or approved by the Statewide System Administrator.

To register for these lists, Subsystem and Local Administrators shall contact the Statewide System Administrator.

Upon receipt of notifications, Subsystem and Local Administrators are responsible for ensuring their users are appropriately notified of the system issue. They must disseminate system issue notifications, as they deem appropriate, through internal agency channels and notification media (roll call, bulletin boards, etc.).

Refer to SIRN Standard 2.8.0 Operational Management for other system troubleshooting and restoration





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actions and responsibilities to be performed in parallel with the notification process.

## **5. Recommended Procedure**

For planned system outages, a reasonable advance notice will be sent to both Administrator lists. For unplanned outages, a notice will be sent to the distribution list as soon as it is practical.

For extended outages, updated notifications will be sent upon any significant change of status or discovery of additional issues affecting operation of the system.

Notifications for all Planned and Unplanned Outages shall include, at a minimum, the following information:

- **Time:** When work is scheduled to occur, or when the issue started; if available, when maintenance activity will be completed or when full service will resume
- **Place:** Where the maintenance activity or outage is occurring (specific affected geographies)
- **Description:** A short description of the event in plain English
- **Impact:** A short description of which functionalities are impacted by the event
- **Action Needed:** A description of steps necessary to restore service (e.g., subsystem or console reboot for resolution to take effect)
- **Contact:** Full contact info for the message sender, such as an email signature

For system administrative changes that may affect subscriber operations, a message will be sent to the SIRN System Administration List.

Administrative message content shall include, at a minimum, the following information:

- **Description:** A short description of the change in plain English
- **Impact:** A short description of which functionalities are impacted by the change
- **Contact:** Full contact info for the message sender, such as an email signature

Note: For high impact events, e-mail notification is not a “guaranteed” level of communication.

## **6. Management**

The Statewide System Administrator will maintain a complete and up-to-date contacts database.