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

Document Section	Management of System	Status: Approved
State Standard Number	2.7.0	
Standard Title	PSAP Reliability	
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1. Purpose or Objective

In the interest of maintaining a consistent level of service to first responders each PSAP providing dispatch services in the state of North Dakota must maintain the required connectivity to SIRN that will ensure a level of communication service that meets a 99.999% level of reliability. For the purposes of evaluating this standard against a service level agreement, 99.999% availability shall mean that no PSAP shall have a lapse in radio communications, either incoming or outgoing, for more than 26.30 seconds in a month.

2. Technical Background

- **Capabilities –** PSAPs must maintain 99.999% level of reliability
- **Constraints** – PSAPs must maintain 99.999% level of reliability

3. Operational Context

NA

4. Recommended Protocol/ Standard

For the purposes of evaluating this standard against a service level agreement, 99.999% availability shall mean that no PSAP shall have a lapse in radio communications, either incoming or outgoing, for more than 26.30 seconds in a month.

5. Recommended Procedure

This can be measured by monthly reports at each PSAP location

6. Management

SIEC, Sub Committee, PSAP Managers will monitor and manage this standard for compliance

NORTH DAKOTA
STATEWIDE
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