



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



Document Section	<b>2 - Management of System</b>	<b>Status:</b> SIEC Sub Committee Approval Date: 2/28/2022  <b>SIEC Approval:</b>  Date: 2/28/2022
State Standard Number	<b>2.24.0</b>	
Standard Title	<b>Customer Service and User Feedback</b>	
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## **1. Purpose or Objective**

The purpose of this standard is to establish recommended procedures for users to report system issues and to provide feedback to the SIRN Operator.

## **2. Technical Background**

- **Capabilities**

The SIRN Operator—North Dakota Information Technology (NDIT)—maintains a customer service portal and helpdesk for reporting issues and providing feedback.

- **Constraints**

Uncoordinated or arbitrary feedback or reported issues are difficult to address and remediate in a timely manner.

## **3. Operational Context**

SIRN users and Agency Administrators seeking to report system issues or provide feedback are encouraged to do so per this Standard.

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

SIRN Users and Agency administrators seeking to report issues or obtain general customer service support shall contact NDIT Customer Service Helpdesk at 701. 328.4470 / 877.328.4470.

PSAP Managers seeking technical support for dispatch center equipment shall contact Motorola Solutions, Inc. directly at 1.800.674.4357.

## **5. Recommended Procedure**

*Internal Agency Aggregation:* To ensure agency feedback or issues are reported in a structured manner, it is recommended that each user agency has internal processes for documenting and collecting their users’ issues or feedback prior to NDIT submission. The Local Administrator (formal agency representative) is responsible for aggregating requests and feedback within a given agency. This uniform and organized process enables the SIRN System Administrator to quickly identify issues, and to devise and deploy resolutions. It additionally helps ensure information is provided by personnel authorized by the agency to





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act on behalf of its users.

*Issue Reporting or Change Requests:* Note that other specific standards exist for requesting system/device changes such as obtaining radio ID additions and updating talkgroup aliases. Such requests shall follow the applicable standard.

*Systemic Subscriber Device Issues:* Individual agencies are generally responsible for maintaining agency owned equipment such as radios and dispatch consoles. However, agencies are encouraged to report systemic device issues impacting their experience to the SIRN Statewide System Administrator.

*Trends and Reports:* From time-to-time, the SIRN Statewide System Administrator shall summarize user feedback and customer service requests to the SIEC, conduct trend analyses and propose changes, as necessary, to the SIEC.

### **6. Management**

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