


<b>REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</b>	
	<b>No. O-03.10</b>
<b>Subject:</b>  <b>Dispatch Site Maintenance Policy</b>	<b>Revised: 11/2024</b>  <b>Prior Rev: 02/2018</b>

### 1.0 Purpose

- 1.1. To define the organizational responsibilities for maintenance and configuration of the Regional Wireless Cooperative (RWC) dispatch site equipment located at Member agency facilities.

### 2.0 Owner

- 2.1. RWC Operations Working Group (OWG).

### 3.0 Applies To

- 3.1. Participating Member agencies and organizations having an interconnected dispatch site using the operational capabilities of the RWC.

### 4.0 Background

- 4.1. Maintenance and configuration activities required for sustaining the operation of Member dispatch sites are critical to providing RWC services.

### 5.0 Policy Statements

- 5.1. Each Member agency's dispatch site support provider will maintain the equipment in accordance with manufacturer's recommendations.
- 5.2. RWC Network Operations Center (NOC) will provide network configuration support.
- 5.3. All costs associated with dispatch site operation and maintenance are the responsibility of the Member agency.

### 6.0 Supporting Rules

- 6.1. All dispatch site maintenance must be reported to the NOC staff before activities commence and fall under the RWC Notification of Service Activities Procedure.
- 6.2. Member agencies will develop and maintain their own configuration files for dispatch client terminals.
- 6.3. Data and networks required for Computer Aided Dispatch (CAD) equipment will be supported by Member agencies.
- 6.4. Member agencies will maintain their own dispatch site equipment, Auxiliary I/O devices, headsets, conventional resources, and recording equipment.

- 6.5. The RWC is responsible for any device that facilitates connection to the RWC Network. The demarcation point is the agency dispatch site router, switch, and firewall.
- 6.6. External network connections should reference the RWC Network Security Policy.

## **7.0 Responsibilities**

- 7.1. Member agencies will be responsible for managing their spare parts for the dispatch site equipment.
- 7.2. The RWC NOC is responsible for management and maintenance of the programming, backup and the restoration of all network software, network operating systems, network configuration files and network based console configuration files.
- 7.3. Member agencies are responsible for loading encryption keys into their own dispatch client terminals in accordance with the Encryption Management Policy.

## **8.0 Conditions for Exemption or Waiver**

- 8.1. As provided in the Waiver or Exception Policy.

## **9.0 Applicable Procedures**

- 9.1. As listed at [www.rwcaz.org](http://www.rwcaz.org)