## 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 Operations Center (ROC) 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 ROC staff before activities commence.

6.2. Member agencies will develop and maintain their own configuration files for dispatch client terminals.

6.3. Data required for Computer Aided Dispatch 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 demarcation point is the dispatch site router, switch, and firewall.

### 7.0 Responsibilities

7.1. Member agencies will be responsible for managing their spare parts for the dispatch site equipment.

7.2. The RWC ROC 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