


<p style="text-align: center;">REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</p>	
	<p style="text-align: center;">No. A-08.11</p>
<p>Subject: System Performance Issue Reporting Procedure</p>	<p style="text-align: center;">Revised: 05/2024</p> <p style="text-align: center;">Prior Rev: 09/2022 09/2018 08/2011</p>

1.0 Purpose

- 1.1. Define a notification procedure for reporting system performance issues.

2.0 Owner

- 2.1. Regional Wireless Cooperative (RWC) Operations Working Group (OWG).

3.0 Applies To

- 3.1. RWC Members, Conditional Participants, Interoperability Participants, and any entities otherwise using the operational capabilities of the RWC.

4.0 Background

- 4.1. Any radio system may experience performance issues requiring investigation.

5.0 Policy Statement

- 5.1. System issues may impact operations and should be identified and communicated in a timely manner.

6.0 Supporting Rules

- 6.1. System Performance issues will be reported to the RWC Network Operations Center (NOC) and Members.
 - 6.1.1. The reporting party will provide specific details, to include:
 - 6.1.1.1. The affected geographic area, and/or Zone/Subsystem (if known).

- 6.1.1.2. Details on type of subscriber units, radio ID's, and accessories involved.
- 6.1.1.3. Date and time of occurrence.
- 6.1.1.4. Talkgroup(s) experiencing the issue.
- 6.1.1.5. Characterization of the problem.
- 6.1.1.6. Efforts taken for mitigation.

6.2. The Network Administrator, the reporting party, and when appropriate, the Network Manager, will collaborate to analyze, report, and if possible, resolve all subscriber impacting network performance issues.

6.3. If the system performance issue cannot be quickly resolved, is affecting public safety operations, is impacting more than one zone, or affects multiple agencies, the issue should be reported to the Executive Director or designee.

7.0 Responsibilities

7.1. The Network Administrator or designee will notify affected agencies, the reporting party, and the Executive Director as applicable under section 6.3.

7.2. If the issue requires extensive follow-up or mitigation, it may be submitted to the OWG for discussion and possible recommendations.

7.3. If the issue requires additional regional funding, the recommendation will be submitted to the Executive Director for referral to the Board of Directors.

8.0 Conditions for Exemption or Waiver

8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

9.1. As listed at www.rwcaz.org.