

COMLINC

Memorandum of Agreement

2020

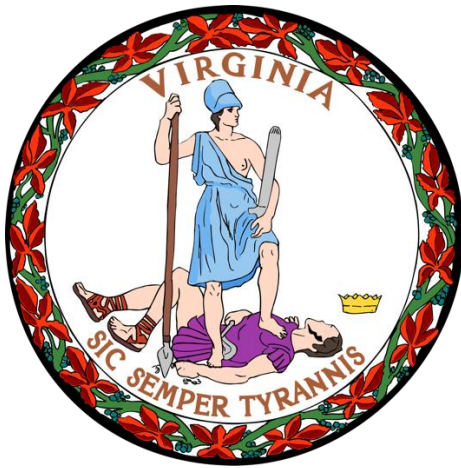


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GLOSSARY

Agency Equipment	Hardware that was not procured, installed, and configured as part of the originally approved COMLINC system. Agency equipment includes dispatch equipment, radio infrastructure, mobile data terminals, mobile command post, etc.
Demarcation Point (Demarc)	The point where an agency's technical support responsibilities end and the responsibility lies with the Virginia State Police or other entity as appropriate. Examples include: punch-blocks between COMLINC equipment and locality radio/console connections and the Internet connection point on the router
EMAC	Emergency Management Assistance Compact, the first national disaster-relief compact; Code of Virginia § 44-146.28:1.
FCC	Federal Communications Commission, the United States governmental agency responsible for regulating wire and radio communications
Fixed Facility	Permanent COMLINC installation, such as a Public Safety Answering Point or other non-deployable location
GPS	Global Positioning System, satellite navigation system that provides location and time information
ISP	Internet Services Provider, a company that provides access to the Internet
LMR	Land Mobile Radio, wireless communications devices intended for use by terrestrial users in the field
MDT	Mobile Data Terminal, a computerized device used in vehicles to communicate with dispatch
Mutual Aid	An agreement among emergency responders to lend assistance across jurisdictional boundaries
NOC	Virginia State Police Network Operations Center located at Virginia State Police Headquarters in Richmond, Virginia
OEM	Original Equipment Manufacturer, manufacture of products or components that are purchased by a company and retailed under the purchasing company's brand name
Patch	Function that enables disparate systems to communicate with each other
PSAP	Public Safety Access Point (i.e. 911 Call Center, dispatch center)
SIEC	Statewide Interoperability Executive Committee, formally established with Executive Directive 7 (2007) to make recommendations to the Virginia Statewide Interoperability Coordinator concerning interoperable communications
STARS	Statewide Agencies Radio System, IP network operated by the Virginia State Police
Supplier	The OEM or other organization providing through procurement processes the original equipment, software and/or technical support with VSP for COMLINC
Talkgroup	Term for assigned channels on a trunked radio system
VOIP	Voice over Internet Protocol, transmission techniques for voice communications over an Internet Protocol network
WAN	Wide area network, a telecommunications network that covers a broad geographical area

COMLINC Memorandum of Agreement

The Commonwealth's Link to Interoperable Communication ("COMLINC") clearly identifies a service delivery system as a radio communications interoperable solution between the Commonwealth's Statewide Agencies Radio System ("STARS") and public safety radio communications systems maintained and/or managed at the local level, as well as between and among localities.

I. PARTIES

This Memorandum of Agreement ("MOA") constitutes an agreement between the Virginia Statewide Interoperability Coordinator representing the Office of Public Safety and Homeland Security in concert with the Virginia State Police (VSP) (hereinafter referred to as the "Agency") and the Member of _____, Virginia, setting forth the terms of memorandum for cooperation with regard to operating policy, operational procedures, roll call, advisory group, technical and maintenance support, and training curriculum of the COMLINC throughout the Commonwealth of Virginia.

II. PURPOSE

The Purpose of this MOA is to establish cooperative and mutually beneficial use of public safety communications interoperability equipment installed or in use at the facility of the above-named Agency. Relationships among the participating state and local partners are vital to foster the success of COMLINC, the statewide radio communications interoperable solution. This MOA also sets forth the responsibilities of the partners as they relate to operational policies, operational procedures and maintenance, and technical support in Virginia at both the state and local levels.

To ensure maximum flexibility for all partners under this MOA it is agreed that the partners may enter into supplemental, agency-specific agreements, memorandums of understanding, memorandums of agreement, as applicable, that are in furtherance of and complimentary to this MOA. The Agency shall be copied, and at a minimum the partners will agree to follow the aspects of this MOA at the state and local level and/or enter into this MOA locally.

III. DEFINITIONS

Agreement

Shall mean this Memorandum of Agreement, and any and all written amendments and/or appendices hereto.

Associated System Assets

Shall mean system assets and equipment not designated as Fixed Network Equipment that are required for operation of the system, and shall include buildings, dispatch center furniture, fences, generators, grounding systems, HVAC systems, rights of way, roadways, site leases, towers, and uninterruptible power supplies ("UPS").

Commonwealth Link to Interoperable Communications

Referred to as “COMLINC,” is defined as the hardware, software, and network that patches communications to achieve interoperability.

Contract

Shall mean an agreement between a Member and a service provider for the maintenance and upgrades of the Member’s communications system, including all attachments thereto. All Members agree to provide access to and/or records of communications in compliance with the Virginia Freedom of Information Act (FOIA), Va. Code §§ 2.2-3700 et seq. Procedures for the handling of FOIA requests, a subpoena duces tecum, or other means shall comply with the Member’s policies and/or procedures with which ownership is identified herein. Records shall be released accordingly by the Member with ownership of the incident and all Members shall be notified of the request and any subsequent release of voice recordings. If the FOIA request is sent to any of the participants in the incident, it is each FOIA recipient's responsibility to provide the appropriate contact information for the member who has ownership of the incident. Further, it is the responsibility of all members to provide the appropriate records retained in their jurisdiction in compliance with the Freedom of Information Act. All members have a duty to retain records that are created in their entity in compliance with the Freedom of Information Act and the State Library Records Retention Schedules. The initiating and/or originating Member shall be defined as the locality in which the incident occurred.

Example: An incident occurs in Spotsylvania County, which results in through COMLINC with the VSP, the City of Fredericksburg, the Virginia Department of Emergency Management (VDEM), and Stafford County. As the originating incident occurred in Spotsylvania, they retain ownership of any and all recordings resulting from use of the COMLINC system. An agency that has a secondary event resulting from the primary event will have ownership access to recordings as it relates to the secondary event (e.g., a pursuit results in a crash, which results in additional charges in a secondary locality). Should VSP, the City of Fredericksburg, the Virginia Department of Emergency Management and Stafford have appropriate records they must provide such records in compliance with FOIA.

Fixed Network Equipment

Shall mean the System equipment currently owned and to be purchased by the Member and located at System sites. This equipment is the infrastructure necessary to facilitate the use of Member (subscriber?) units on Radio Systems, the Mobile Data Radio System, and other Radio Communications systems. It shall include all equipment that is common to both, such as antenna network equipment, base stations, controllers, fault management network equipment, radio console equipment at all dispatch centers, microwave network equipment, and simulcast network equipment.

Member

A participating legal entity; state, locality, or governmental agency, and any other entity as deemed necessary by the Virginia State Police.

Member Equipment

Shall mean the mobile and portable radios used by the Member on the System.

System

Shall mean the radio communications system owned and/or operated by the local or regional entity being a Member

IV. AUTHORITY

This MOA satisfies 47 CFR 90.179 and 47 CFR 90.421 of Federal Communications Commission (“FCC”) regulations, concerning the shared use of radio stations as a written agreement between the licensee and all Interoperability Network Participants. This MOA is authorized by Va. Code §§ 2.2-221(B)(6) and -222.2.

V. APPLICABILITY

This MOA is applicable to the signatory Members otherwise authorized by 47 CFR 90.179(a) to use a FCC licensed radio system. This MOA authorizes the use of designated radio resources made available by the Members to include the Member’s law enforcement, fire, EMS and communication centers and the Member’s radio resources for the purpose of coordination between the emergency response agencies and resources. Such coordination may occur as required between Members.

VI. VISION OF COMLINC

The vision of the COMLINC system in Virginia is to provide a reliable solution to enhance and/or permit interoperable radio communications between Members through an efficient system capable of delivering an integrated means of communications. Additionally, the system should eliminate the obstacles to communicating between disparate radio resources; reduce costs; enhance participation; accommodate demand needs; coordinate technical requirements; and improve radio communications during public safety responses across disciplines.

VII. PROVISION OF SERVICES

I. System-wide Commitments:

Each Member to this MOA agrees to commit to coordination with this state-wide radio communications interoperability system. Each commitment is identified below in its respective Appendix, which is part of and included in this MOA. The commitments are as follows:

- **Appendix 1:** Operating Policy
- **Appendix 2:** Operational Procedures
- **Appendix 3:** Roll Call
- **Appendix 4:** Advisory Group
- **Appendix 5:** Technical and Maintenance Support
- **Appendix 6:** Training Curriculum

II. System-wide Benefits:

In addition to the numerous positive impacts derived from an effective, radio communications interoperability system, each Member to this MOA stands to gain a wide array of benefits through their participation. These benefits include, but are not limited to:

- Promotion of statewide collaboration as articulated by the Statewide Interoperability Coordinator’s Office
- Improved radio communication to promote interoperability
- Increased level of communication and participation amongst Members
- Defined approach to technical support and sustainment of the system
- Coordinated central support mechanism of the system
- Prevention of duplication of services, efforts and financial commitments
- Enhanced awareness of available services
- A developed curriculum for the consistent training and use of the system

VIII. PERFORMANCE GOALS

To continually improve the quality of the COMLINC system for the benefit of the Members it serves, the partners to this MOA agree to cooperate and strive to achieve the following:

Goal #1	Eliminate unwarranted duplication of services, reduce costs, and enhance participation and performance of users served through the system.
Goal #2	Serve as an efficient nexus for interoperable radio communications between Members’ resources.
Goal #3	Ensure system users are provided with a training curriculum specific to the discipline.
Goal #4	Conduct regular and routine roll calls of the system to ensure operational readiness. Maintain familiarity with the system by interacting with the Member communication centers, who serve as the primary gatekeepers and facilitators of the system.
Goal #5	Increase the ability of responders to effectively communicate when needed.
Goal #6	Provide a means to ensure the continuity of technical support and maintenance of the system.
Goal #7	Establish guidelines for maintaining a cooperative working relationship, facilitate joint planning, education and training of the system, and develop a sustainable approach to ensure system readiness.

IX. RESPONSIBILITIES UNDER THE MOA

The Member agrees to fulfill its responsibilities under this MOA in accordance with the provisions of law and regulations that govern its activities. If at any time the Member is unable to perform its functions under this MOA, the Member shall immediately provide written notice to the Virginia State Police Communications Officer and COMLINC Advisory Group describing its inability to fulfill the requirements of this MOA and establishing a date to mutually resolve the issue, within thirty (30) days of providing the notice required above.

The COMLINC Advisory Group will meet at agreed-upon intervals to discuss and plan activities to satisfy the requirements of this MOA and ensure the efficient and effective implementation of this MOA once a year. The COMLINC Advisory Group is described in Appendix 4.

X. MODIFICATION/TERMINATION OF THE MOA

This Agreement will be in effect upon the date of the last signature and shall remain in effect until one or both parties terminate in writing for as long as the Member is actively using the equipment, and participating in exercises, roll calls, and trainings with the equipment.

The Member may terminate this Agreement in accordance with this section. In the event the Member desires to withdraw its participation and/or withdraw a resource from the Interoperability Network, it must send written notice sixty (60) days in advance to the VSP Communications Officer and COMLINC Advisory Group. The Agreement shall continue unaffected for the remainder of the participating agencies.

Upon termination of this MOA, the Member will not transfer, rent, sell, lease, alienate, donate, mortgage, encumber, or otherwise dispose of any Commonwealth-provided equipment without the prior written consent of the VSP Communications Officer and the COMLINC Advisory Group. The COMLINC Advisory Group will rely on a complete COMLINC user list provided by VSP to notify all users of the Member's withdrawal from this MOA.

In the event this Agreement is terminated, each party shall be solely responsible for the payment of any expenses it has incurred.

This MOA is a statement of the intentions of the signatory parties to coordinate their efforts. It is not a contract; it is not enforceable in any judicial or administrative forum; and it does not create any rights or duties of any third party. This MOA does not modify any statutory duties of a party.

XI. SIGNATORIES

Signature Date

Title

Agency Name and Address

Thomas Crabbs Date
Commonwealth Interoperability Coordinator

Col. Gary T. Settle Date
Superintendent Virginia State Police

Appendix 1: COMLINC Operating Policy

1.1 PURPOSE

- 1.1.1 Provide general operating policies that Members should adhere to for the effective implementation and use of the Statewide COMLINC Memorandum of Agreement.

1.2 POLICY

- 1.2.1 All Members are responsible for ensuring that the Interoperability Network is used only by authorized persons and only for purposes consistent with the requirements of 47 CFR Part 90 (Federal Communications Commission rules and regulations).
- 1.2.2 Interoperability connections are subject to the availability and coordination of resources as determined by the Members.
- 1.2.3 Conference or patch connections should only be terminated by the initiating Member, except in the event of a technical interference problem or if the patch negatively impacts a Member's operation. In these situations, any Member involved in the patch may break their own connection to the patch.
- 1.2.4 The Member agrees to participate in all pre-coordinated training exercises as mutually arranged to maintain the proficiency of network operations personnel, subject to the availability of resources.
- 1.2.5 Requests for Mutual Aid Response will be handled by current established policy between Members. The appropriate channel/talkgroup incident for the operation will be relayed to the Member with the mutual aid request.
- 1.2.6 Use of the interoperability equipment in response to mutual aid incidents within a Member's response area is at the discretion of the jurisdictional or otherwise agreed upon authority.
- 1.2.7 COMLINC channels/talkgroups will be utilized for communications between Members during a major disaster, a situation requiring resource sharing, and/or emergency managing. It will be incumbent upon the controlling Member to assess and determine if the situation or event requires utilization of any additional channels/talkgroups.
- 1.2.8 There are no written or implied guaranties for the use of the Member's Land Mobile Radio, Microwave Radio, and Voice over Internet Protocol (VoIP) interoperability networks. Such use is subject to the availability of system resources among the Members.
- 1.2.9 All Members agree to provide access to and/or records of communications in compliance with the Virginia Freedom of Information Act (FOIA), Va. Code §§ 2.2-3700 et seq. Procedures for the handling of FOIA requests, a subpoena duces tecum, or other means shall comply with the Member's policies and/or procedures with which ownership is identified herein. Records shall be released accordingly by the Member with ownership of the incident and all Members shall be notified of the request and any subsequent release of voice recordings. If the FOIA request is sent to any of the participants in the incident it is each FOIA recipient's responsibility to provide the appropriate contact information for the member who has ownership of the incident. Further, it is the responsibility of all members to provide the appropriate records retained in their jurisdiction in compliance with the Freedom of Information Act. All members have a duty to retain records that are created in their entity in compliance with the Freedom of Information Act and the State Library Records Retention Schedules. The initiating and/or originating Member shall be defined as the locality in which the incident occurred.

Example: An incident occurs in Spotsylvania County, which results in through COMLINC with the VSP, the City of Fredericksburg, the Virginia Department of Emergency Management (VDEM), and Stafford County. As the originating incident occurred in Spotsylvania, they retain ownership of any and all recordings resulting from use of the COMLINC system. An agency that has a secondary event resulting from the primary event will have ownership access to recordings as it relates to the secondary event (e.g., a pursuit results in a crash, which results in additional charges in a secondary locality). Should VSP, the City of Fredericksburg, the Virginia Department of Emergency Management and Stafford have appropriate records they must provide such records in compliance with FOIA.

Appendix 2: COMLINC Operational Procedures

2.1 PURPOSE

2.1.1 This document establishes the COMLINC Network's operational procedures during inter-jurisdictional responses.

2.2 INITIATING PROCEDURES

2.2.1 When it becomes apparent that coordination will be needed, the initiating Member shall contact the participating members prior to initiating a patch by:

2.2.1.1 Telephone

2.2.1.2 COMLINC Conference call, or

2.2.1.3 Any other means possible.

2.2.2 The initiating Members shall provide all pertinent information to the assisting Members. This information will be provided to the appropriate units prior to being switched over to the appropriate talkgroup or channel. An announcement will be made on the appropriate channels before the patch is initiated to inform the involved units.

2.2.3 The initiating Member will patch to the appropriate COMLINC talkgroup to the operational channel or talkgroup for interoperability communication between participating Members.

2.2.4 When an incident enters another jurisdiction, that jurisdiction assumes radio operational control of the incident, unless otherwise agreed upon in accordance with locality mutual aid practices, or the members engaged in the incident.

2.2.5 Any responder will notify the controlling Member before leaving the incident and returning to their home system. (For responder safety and accountability, the responder must communicate their status to the controlling agency.)

2.2.6 The controlling Member may consider releasing the "patch" when the incident has ended. Prior to the patch being disconnected, communications personnel will make an announcement that the patch is being discontinued and to switch to their appropriate radio channel or talkgroup.

2.3 COMLINC OPERATIONS

2.3.1 COMLINC should be considered in the following circumstances: Mutual Aid, Emergency Management Assistance Compact (EMAC), Specialty Team Response, Disaster Response, etc.

2.3.1.1 Members will use common language protocols.

Example: Chesterfield unit 112, State Unit 1504, Henrico 400, etc.

Once the incident is completed, the responder will advise the COMLINC controlling Member that they are returning to their home jurisdiction.

Appendix 3: COMLINC Roll Call

3.1 PURPOSE

- 3.1.1 To establish communication procedures for participating Members to utilize during roll call in order to maintain operator proficiency and system integrity.

3.2 PROCEDURE

3.2.1 “ROLL CALL”

- 3.2.1.1 Members shall participate in regular roll calls, across shifts.
- 3.2.1.2 VSP Division dispatch shall coordinate, conduct, and log roll calls.
- 3.2.1.3 Any problems discovered with the COMLINC system during roll call shall be reported to the VSP Network Operations Center (NOC).

Appendix 4: COMLINC Advisory Group

4.1 PURPOSE

- 4.1.1 The COMLINC Advisory Group exists to address the COMLINC challenges that Members face. The COMLINC Advisory Group is the established body for COMLINC planning and implementation.
- 4.1.2 The Commonwealth of Virginia is committed to COMLINC as Virginia's solution for interoperable communications. Due to the statewide nature of the COMLINC system, Members will be universally affected by changes. As such, collaborative, Member driven decision-making shall be coordinated through the COMLINC Advisory Group.

4.2 STRUCTURE

4.2.1 MEMBERSHIP

- 4.2.1.1 The COMLINC Advisory Group comprises one voting member and one alternate from each Regional Preparedness Advisory Committee for Interoperability (RPAC-I), one voting member and one alternate from each participating state agency plus two voting members and two alternates from the VSP Bureau of Field Operations (BFO) and Bureau of Administrative Support Services (BASS) and the Statewide Interoperability Coordinator (SWIC).

4.2.2 CHAIRMANSHIP RESPONSIBILITIES

- 4.2.2.1 A COMLINC Advisory Group Chair will be elected by the members to a two-year term every even year, with a limit of two consecutive terms. It will be the responsibility of the Chair to act as the coordinating point of contact for the meetings (e.g., sending invites and maintaining a roster) and to ensure any action items from the meetings are held to deadline.

4.2.3 MEETING FREQUENCY

- 4.2.3.1 Members will meet once a year. Subsequent meetings will be on an as-needed basis as called by the Chair, three or more members, or the SWIC.
- 4.2.3.2 Meetings will need to follow all Virginia Open Meetings guidelines and all notes produced will be subject to the Freedom of Information Act (FOIA) as defined in Virginia Code 2.2-3700 et seq.

4.2.4 DECISION-MAKING PROCESS & MANAGEMENT FLOW

- 4.2.4.1 The COMLINC Advisory Group will make planning and implementation recommendations to the Statewide Interoperability Executive Committee (SIEC) to consider in consultation the Virginia Statewide Interoperability Coordinator, as depicted in Figure 1.

COMLINC Advisory Group Governance Flow:

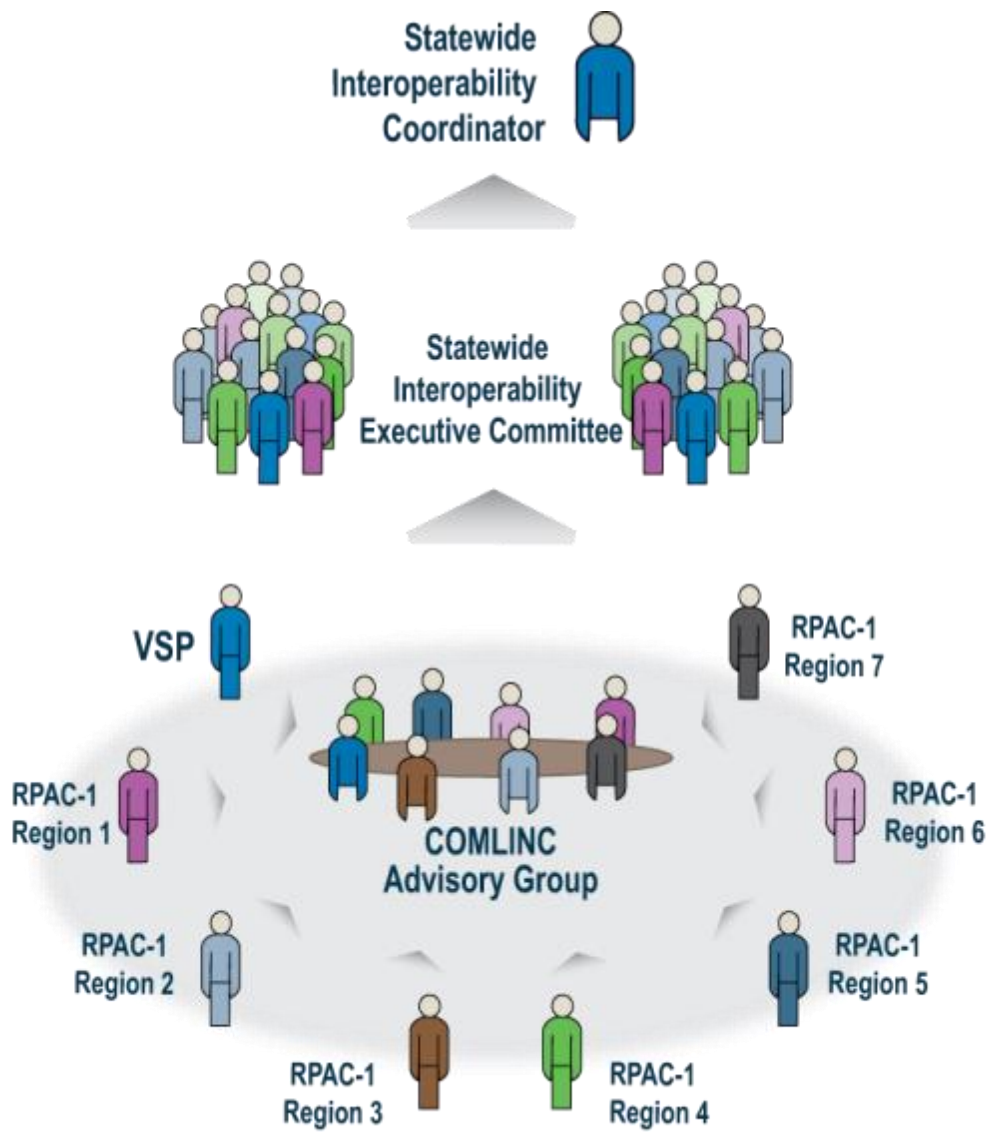


Figure 1. COMLINC Advisory Group Governance Flow

4.2.4.2 If an issue of resolution must be put to a vote for a decision, the majority will rule, and the Statewide Interoperability Coordinator will serve as the tie-breaking vote. COMLINC Advisory Group decisions that affect the Statewide COMLINC Agreement and its appendices will be changed after a 30-day approval period for the Statewide Interoperability Executive Committee, Statewide Interoperability Coordinator and any required legal review. Recommendations that affect funding will be passed to the Statewide Interoperability Coordinator and the Statewide Interoperability Executive Committee for consideration.

4.3 COMLINC ADVISORY GROUP: OPERATING PRINCIPLES

4.3.1 The COMLINC Advisory Group will govern the Statewide COMLINC Agreement using the following operating principles:

- 4.3.1.1 Ensure COMLINC serves as a reliable and trusted interoperability solution.
- 4.3.1.2 Consider the unique needs of each Member and region, and recognize and respect these needs to work together to achieve interoperable communications.
- 4.3.1.3 Maintain an interdisciplinary focus and recognize the needs of the personnel who use COMLINC to protect and serve the public.
- 4.3.1.4 Reach out and engage subject matter experts.
- 4.3.1.5 Speak with one voice when reporting externally.
- 4.3.1.6 Ensure a collaborative approach when dealing with issues where all COMLINC interests are represented.
- 4.3.1.7 Consider future interoperability solutions.

Appendix 5: Technical & Maintenance Support Standards

5.1 PURPOSE

- 5.1.1 The VSP Communications Division is responsible for and maintains authority over technical support for the COMLINC Network. To ensure that all COMLINC equipment and systems are available and sustained with consistency, each Member within the COMLINC Network agrees to adhere to these standards.
- 5.1.2 These standards may be changed, revised or upgraded as technology and operational requirements dictate. Changes or revisions to this document shall be reviewed for comment by the COMLINC Advisory Group. The Advisory Group has a 30-day review and comment period. The VSP Communications Officer and the State Interoperability Executive Committee (SIEC), working in consultation with the Statewide Interoperability Coordinator, will also have a 30-day period to provide final approval and acceptance of revisions.

5.2 APPLICATION AND SCOPE

- 5.2.1 This standard applies to all Members that participate in the COMLINC Network or other non-government agencies and organizations if approved for access to the system.
- 5.2.2 VSP WILL PROVIDE THE FOLLOWING SERVICES:
 - 5.2.2.1 First-tier maintenance, repair, and technical support.
 - 5.2.2.2 All labor and materials associated with maintenance and repair.
 - 5.2.2.3 Maintenance support is limited to primary COMLINC equipment and supporting software located at a central dispatch center (PSAP) and/or deployable COMLINC equipment that has been installed on mobile command units or cache radio systems.
 - 5.2.2.4 Life cycle replacement of the hardware and software when funded for special projects and upgrades to the system.
 - 5.2.2.5 Trouble ticket administration via the STARS NOC.
 - 5.2.2.6 Asset, configuration, and change management for the network and fixed facility COMLINC equipment.
 - 5.2.2.7 Security services for the network.
 - 5.2.2.8 Upgrading of hardware and software for special projects and upgrades to the system.
 - 5.2.2.9 Additions, moves, changes resulting from PSAP re-location and removal of equipment upon termination of MOA.
 - 5.2.2.10 Audio baseline of gateway installations.
 - 5.2.2.11 Public safety grade interconnections via the STARS Network where feasible.

5.2.3 VSP IS NOT RESPONSIBLE FOR THE FOLLOWING USER EQUIPMENT OR SERVICES:

- 5.2.3.1 User Internet Services (ISP) for network access. The Demarc is the COMLINC router WAN port.
- 5.2.3.2 Connections to the radio/console. The Demarc is the mutually agreed to punch block or console port for direct connection to a radio.
- 5.2.3.3 User owned and operated Mobile Data Terminals, smartphones or other devices using COMLINC software that was not part of the original equipment installation and deployment. VSP will provide technical support for the COMLINC software only.
- 5.2.3.4 Maintenance or technical support of COMLINC hardware/software that has been added to or installed on user equipment such as Mobile Data Terminals (MDT), Smart Phones or other user-owned equipment in which other uses are employed.
- 5.2.3.5 Faults traced to the user Demarc should be documented in the STARS NOC trouble ticket for tracking and resolution with the user. The user is responsible for providing VSP with support from their respective Radio Shop and/or IT department in order to resolve issues between the COMLINC Network and the User's infrastructure.

5.3 MAINTENANCE STRUCTURE

5.3.1 MAINTENANCE WILL BE PROVIDED IN TWO TIERS

5.3.1.1 TIER-1

- 5.3.1.1.1 The first-tier response for any initial trouble calls will be the responsibility of VSP when funded and will include:
- 5.3.1.1.2 Fault isolation to the demark identified above
- 5.3.1.1.3 Reconfiguration of clients and/or servers to clear faults
- 5.3.1.1.4 Removal and replacement of faulty equipment
- 5.3.1.1.5 Cable and connector repair/replacement (COMLINC Equipment Only)
- 5.3.1.1.6 Network and access security
- 5.3.1.1.7 COMLINC router configuration

5.3.1.2 TIER-2

- 5.3.1.2.1 The Original Equipment Manufacturer (OEM)/supplier of COMLINC equipment is responsible for the second-tier response, and will provide VSP with the following services as long as there is a contract in place and it is funded:
- 5.3.1.2.2 Technical support and escalation of issues beyond the scope of VSP
- 5.3.1.2.3 Maintenance and repair of proprietary equipment and software
- 5.3.1.2.4 Technical training

5.3.1.2.5 Documentation support for new systems and installations

5.4 TROUBLE REPORTING

5.4.1 All COMLINC users are responsible for contacting the STARS NOC to initiate a trouble ticket for corrective action and/or maintenance support. When calling in a trouble ticket, provide the following information:

5.4.1.1 Locality/Agency name and contact information

5.4.1.2 Address/Location of faulty equipment

5.4.1.3 Detailed description of problem and symptoms

5.4.2 TROUBLE TICKET SEVERITY LEVELS

1	<i>Critical</i>	Goal is a two-hour response
2	<i>Urgent</i>	Goal is a four-hour response
3	<i>Major</i>	Next day or next business day response
4	<i>Informational</i>	Statistics or fact gathering

5.4.3 All COMLINC trouble tickets will be assigned a severity level of 3 (next business day), unless the call is a result of a planned or active major event requiring immediate support. If this is the case, then a severity level of 1 (requiring a two-hour response) will be assigned to categorize the event as a multi-jurisdictional public safety event involving the immediate threat to life and property.

5.4.4 Depending on the nature of problem, responses to trouble tickets will be by initial phone contact, online support, or personal visit by a technician. Problems that can be resolved via phone or online technical support will not require a site visit by a VSP technician or OEM representative. Every effort will be made to try and resolve those issues by phone or online support where feasible.

5.4.5 The STARS NOC Contact Information

Telephone:	(804) 674-8017
	(804) 674-8018
	(866) 813-3550
E-mail:	noc01@vsp.virginia.gov
Mobile Data via laptops at NOC1 (STARS users only):	Badge NOC1

5.5 ESCALATION POLICY

5.5.1 COMLINC users may request an escalation by placing a request to the STARS NOC via the contact information listed above. The NOC will escalate the trouble by contacting the appropriate manager in the following order:

- 5.5.1.1 VSP COMLINC Interoperability Engineer
- 5.5.1.2 VSP Telecommunications Engineer Supervisor
- 5.5.1.3 VSP Assistant Communications Division Commander
- 5.5.1.4 VSP Communications Officer

5.6 CONFIGURATION MANAGEMENT AND CHANGE CONTROL

- 5.6.1 VSP will have responsibility for configuration and change management of fixed facility COMLINC systems. COMLINC is a Voice over IP (VoIP) radio gateway interoperability tool to be used for interoperability applications and other applications such as GPS tracking and video once these applications are included as a part of the approved COMLINC software configuration and functionality.
- 5.6.2 Users are not to use the system for other purposes or add/delete software to the COMLINC clients/servers.
- 5.6.3 All COMLINC fixed facility systems will include and be limited to the following:
 - 5.6.3.1 Windows Operating System and associated functions
 - 5.6.3.2 Maintenance support software
 - 5.6.3.3 Anti-virus/anti-spyware software
 - 5.6.3.4 COMLINC software and associated configuration files
 - 5.6.3.5 Other software required for the proper operation, security and support of the COMLINC system
- 5.6.4 VSP and the supplier of the equipment/software will manage any changes or updates to the COMLINC Network and associated hardware/software. To make a change a user must send a change request to the VSP Communications Officer for review.
- 5.6.5 Change requests must be made in writing to the VSP Communications Officer and shall at a minimum contain the following information:
 - 5.6.5.1 Detailed description of the change being requested
 - 5.6.5.2 Reason and justification for change
 - 5.6.5.3 Supporting technical and/or operational requirements that created the need for a change request
- 5.6.6 A Member request for changes that involve the addition of assets, equipment, licensing, etc., will be submitted to VSP for engineering review, cost analysis, and approval and coordination of work with the supplier and requesting agency. Changes shall be reviewed and approved by the COMLINC Advisory Group, VSP leadership, and the SIEC in coordination with the Statewide Interoperability Coordinator.

5.7 USER RIGHTS AND ADMINISTRATIVE FUNCTIONS

- 5.7.1 VSP and the supplier shall maintain full administrative rights and access to the COMLINC Network and associated equipment for the purposes of technical support, hardware and software configuration, change management, asset configuration, security, and maintenance. At no time will VSP utilize these rights except for the purposes listed above.
- 5.7.2 Users shall have the ability to set-up and locally configure their respective users. At no time will a locality be provided with the ability to perform global changes to sites other than their own. Members will not make configuration or equipment changes.

Appendix 6: COMLINC User Agreement Training Curriculum

6.1 PURPOSE

- 6.1.1. To equip all COMLINC Members with the necessary skills and understanding for effectively utilizing the COMLINC systems and navigating the available support mechanisms.

6.2 INTENDED OUTCOME

- 6.2.1. Full understanding of COMLINC Operating Policy, Procedures, and to provide reference materials related to Governance, and Technical Maintenance and Support.
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6.3 UNIT 1- COMLINC OPERATING POLICY

6.3.1 Unit 1 Purpose:

- 6.3.1.1. To provide an overview of the basic purpose and uses of COMLINC and review the operating policies explaining the role and need for each.

6.3.2 Unit 1 Objectives:

- 6.3.1.2. Basic understanding of COMLINC and its uses.
- 6.3.1.3. Knowledge of each operating policy, its need, and how to access for future reference.
- 6.3.1.4. Provide real-world context to for the use of COMLINC operating policies.

6.3.2. Unit 1 Topics:

- 6.3.2.1. What is COMLINC?
- 6.3.2.2. COMLINC Concept
- 6.3.2.3. Overview of COMLINC Operating Policies

6.4 UNIT 2- RIOS TRAINING

6.4.1 Unit 2 Purpose:

- 6.4.1.1 To ensure Members understand how to use the RIOS system. VSP will conduct user training upon completion of the upgrade.

6.4.2 Unit 3 Objectives:

- 6.4.2.1 The Member will possess the knowledge of the basic functionalities of the SyTech RIOS system.
- 6.4.2.2 The Member will be able to perform all advanced functionalities of the SyTech RIOS System.
- 6.4.2.3 VSP will conduct RIOS follow up training once a year.

6.4.3 Unit 4 Topics:

- 6.4.3.1 RIOS Training: The How-to
- 6.4.3.2 Advanced RIOS Training: The How-to

6.5 UNIT 3-COMLINC OPERATING PROCEDURE

6.5.1 Unit 3 Purpose:

- 6.5.1.1 To provide an overview of operating procedures and explain the guidelines for interoperable communications that allow each Member to effectively utilize the COMLINC system during incidents that require an inter-jurisdictional response.

6.5.2 Unit 3 Objectives:

- 6.5.2.1 Explain why operating procedures are needed.
- 6.5.2.2 Explain the process for initiating and deactivating a COMLINC patch.
- 6.5.2.3 Identify common operating guidelines for COMLINC use.
- 6.5.2.4 Describe the process for conducting roll call.

6.5.3 Unit 3 Topics:

- 6.5.3.1 Operating Procedures
- 6.5.3.2 Initiation/Deactivation of a COMLINC Patch
- 6.5.3.3 COMLINC Operation
- 6.5.3.4 Daily Roll Call

6.6 UNIT 4- COMLINC GOVERNANCE

6.6.1 Unit 4 Purpose:

- 6.6.1.1 To provide an overview of the systems and relationships established to enable sound decision-making for COMLINC.

6.6.2 Unit 4 Objectives:

- 6.6.2.1 Identify role of COMLINC Advisory Group
- 6.6.2.2 Gained understanding of COMLINC Advisory Group's function

6.6.3 Unit 4 Topics:

- 6.6.3.1 COMLINC Governance
- 6.6.3.2 Advisory Group Principles

6.7 UNIT 5- COMLINC TECHNICAL AND MAINTENANCE SUPPORT

6.7.1 Unit 5 Purpose:

- 6.7.1.1 To provide an overview of the technical and maintenance support available for COMLINC equipment, and to ensure Members understand how to access it.

6.7.2 Unit 5 Objectives:

- 6.7.2.1 An understanding of the types of technical maintenance and support available.
- 6.7.2.2 A sense of the trouble reporting procedures and how to access them.
- 6.7.2.3 An appreciation of Member rights and administrative functions.

6.7.3 Unit 5 Topics:

- 6.7.3.1 Technical and Maintenance Support Overview
- 6.7.3.2 Trouble Reporting Procedures
- 6.7.3.3 Maintenance Authorities