



Land Mobile Radio Services

Version 1.0

Nevada Department of Transportation,
1301 Old Hot Springs Road, Carson City, NV-89706.



CONTENTS

- 1. LMR OPERATIONAL SERVICES..... 2**
 - 1.1 Request to Add Radio to System (Create Radio ID) 2
 - 1.2 Request to Add/Change/Delete Talkgroup..... 2
 - 1.3 Assist users with requests to Add/Change/Delete feature sets 2
 - 1.4 Request Radio System/Subscriber Activity Reports 2
- 2. CONSULTING SERVICES..... 3**
 - 2.1 Radio Subscriber Programming Services 3
 - 2.1.1 Assist user in requesting Radio Subscriber Programming..... 3
 - 2.2 RF Coverage Services 3
 - 2.2.1 Request Coverage Analysis 3
 - 2.3 RF Consultation 3
 - 2.3.1 Request for Radio Service-Related Information (RFI) 3
 - 2.3.2 Request for Briefing 4
 - 2.3.3 Request for Consultation 4
- 3. SUPPORT SERVICES..... 4**
 - 3.1 RF Coverage Services 4
 - 3.1.1 Request SOW Deployment..... 4
 - 3.2 Installation Level Infrastructure Services..... 5
 - 3.2.1 Request for assistance for Radio Maintenance Support. 5
 - 3.2.2 Request for Radio Project Support 5
 - 3.2.3 Request for Radio IT Support (RF Systems)..... 5
 - 3.3 Emergency Services 5
 - 3.3.1 Dispatch Subsystem Services 5
 - 3.3.1.1 Request Logging Recorder Support.....5

1. LMR OPERATIONAL SERVICES

These services enable both new and existing radio system users the ability to establish or modify the manner in which existing radio services function to meet agency requirements. Existing users can request adjustments to functional requirements as well as reports to review individual user and talkgroup utilization.

No.	Service	Description
1.1	Request to Add Radio to System (Create Radio ID)	Add a user's radio into the authorized subscriber's database, enabling that radio's operation on the system.

No.	Service	Description
1.2	Request to Add/Change/Delete Talkgroup	Add/Change/Delete talkgroups within the system to create a new membership group, changing its capabilities or remove the group from the system.

No.	Service	Description
1.3	Assist users with requests to Add/Change/Delete feature sets	Add/Change/Delete a user's programmed feature sets as obtained from the manufacturer.

No.	Service	Description
1.4	Request Radio System/Subscriber Activity Reports	Generate, configure and provide reports on radio or talkgroup usage by a specific user, specific group, subscriber status, radio inhibit, etc.

2. CONSULTING SERVICES

Consulting services provide system specific information to assist users in making appropriate choices for equipment based upon cost, operational considerations and radio system capabilities. Services include assisting users in obtaining radio subscriber unit installation and programming, analysis of radio system coverage within the anticipated area of operation and assistance in briefing for budget considerations.

2.1 Radio Subscriber Programming Services

No.	Service	Description
2.1.1	Assist user in requesting Radio Subscriber Programming	Assist user agency in requesting programming services when a user requires initial programming, re-programming of radio or updates to programming.

2.2 RF Coverage Services

No.	Service	Description
2.2.1	Request Coverage Analysis	System user may request coverage analysis of a chosen location to verify the area covered by the radio system and their radios. Coverage analysis may be done in house or a reference location can be provided for an external company that is capable of performing the required study.

2.3 RF Consultation

No.	Service	Description
2.3.1	Request for Radio Service-Related Information (RFI)	Request for assistance in obtaining information pertaining to radio services, radio system, or when a Subject Matter Experts (SME) information or advice is required.

LMR Services

2.3.2	Request for Briefing	Request for agency briefing pertaining to radio services, system status, coverage, user requirements, etc.
2.3.3	Request for Consultation	Request for SME support to provide input regarding user equipment, system operational requirements, etc.

3. SUPPORT SERVICES

These services are offered to assist users and potential users in when facing events that are outside of normal operations. The Site on Wheels (SOW) are intended for events that require short term focused communications such as parades, large scale public events or emergency communications in areas lacking communications services. These support services also include assistance in obtaining external technical support for user equipment, operational support if dispatch services are required, specialized radio project development requests, requests for IT services where capable and requests for call activity reports through logging recorders.

3.1 RF Coverage Services

No.	Service	Description
3.1.1	Request SOW Deployment	SOW's may be deployed for a special events or tactical purposes where radio coverage and assets are required for a short duration.

LMR Services

3.2 Installation Level Infrastructure Services

No.	Service	Description
3.2.1	Request for assistance for Radio Maintenance Support	System user shops may request maintenance support when they do not have the personnel or expertise on hand to perform a required maintenance activity.
3.2.2	Request for Radio Project Support	System users may request support to plan, process, or support on a required project but are unable to do so themselves.
3.2.3	Request for Radio IT Support (RF Systems)	System users may request assistance in information systems duties to include call validation, group patching, system scanning etc.

3.3 Emergency Services
3.3.1 Dispatch Subsystem Services

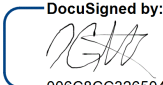
No.	Service	Description
3.3.1.1	Request Logging Recorder Support	User may request support for maintenance, forensics, or media transfers, etc.



LMR Services

Document Approval

The undersigned acknowledge they have reviewed the *LMR Services* document and agree with the content it presents. Any changes to this document will be coordinated with and approved by the undersigned or their designated representatives.

Signature:  Date: 08/29/2019
006C8CC3265044C...

Print Name: _____
Jacob Grivette

Title: _____
IT Manager I

Role: _____

LMR Services

Appendix A: Key Terms

The following table provides definitions for terms relevant to this document.

Term	Definition
<i>IT</i>	<i>Information Technology</i>
<i>LMR</i>	<i>Land Mobile Radio</i>
<i>RFI</i>	<i>Request for Information</i>
<i>SME</i>	<i>Subject Matter Expert</i>
<i>SOW</i>	<i>Site on Wheels</i>