

## **System/Network Management Functions, Motorola Responsibilities (Collin County, Texas)**

- I. Monitor System Performance Daily
  - A. Dial-up of the system manager port on the Site Controller
    - 1. Log and investigate system diagnostic messages
    - 2. Check performance of channels in the system
      - A. Check status of transmitters
      - B. Check status of receivers
    - 3. Evaluate system busies and wait times
    - 4. Provide a report detailing performance issues and actions.
- II. Programming
  - A. System Management includes the programming of new radios (subscribers) purchased from Motorola up to 200 units per contract period. Programming will take place at Motorola Service Provider location.
- III. Individual Unit ID Database Management
  - A. Issue Individual ID's.
  - B. Activation of ID's in SAC database at Central Site Controller
  - C. Central Site Controller SAC database backups
  - D. Interface with outside agencies for mutual aid programming
  - E. Maintain authorization lists for inter-agency mutual aid programming
  - F. De-activation of lost/stolen units when requested by Collin County.
  - G. Tracking activity of lost/stolen units with GenWatch when requested.
- IV. Weekly Site Visits
  - A. Visual inspection of Tower Sites, including all equipment & alarms
  - B. Visual inspection of Dispatch Center
- V. Consulting Services
  - A. Be available to assist City, by telephone or scheduled meeting, pertaining to questions or concerns of the system status
  - B. Advise Communication Manager on technical issues
  - C. Provide on-site technical support for local tactical operations for the Mobil Command Post.
- VI. Additional Monthly Reports
  - A. All cases will be monitored for quality control and a report generated detailing all cases for the previous month.
  - B. Construct & distribute system performance reports.
- VII. Weekly Pick-up and Delivery
  - A. MCA Communications INC will provide weekly pick-up and delivery of Portable & Mobile Subscribers
- VIII. Time
  - A. MCA Communications INC will be onsite at customer location 16 hours / week or 60 hours / month. The hours cannot be rolled over to the next month.

## **System Management Functions, Customer Responsibilities**

- I. All Service requests to be called into MCA Communications INC @ (972) 730-4339