

Procedures for reporting Radio System outages

Step 1: When an outage/incident occurs, user is to call the DoIT Helpdesk at (505) 827-2121 and open a CA Service Desk ticket. The caller will provide the Helpdesk with the following information.

1. Description of the outage.
2. Location/Area of the outage.
3. Name and phone number of the person to contact regarding the outage.

Step 2: The DoIT Helpdesk will notify and provide the DoIT Radio Dispatch with items 1 thru 3 listed on Step 1. DoIT Radio Dispatch will instruct the DoIT Helpdesk who to assign the ticket to, based on the area of the outage. DoIT Radio Communications is broken up into four area radio shops that are responsible for different geographic regions. Each area shop has an On-Call technician 24x7x365.

Area 1- Santa Fe

Area 2- Roswell

Area 3- Las Cruces

Area 4- Albuquerque

Attached is a map of each shop's area of responsibility.

Step 3: DoIT Radio Dispatch will immediately contact the On-Call technician for the area where the outage has occurred and provide the On-Call technician with items 1 thru 3 listed on Step 1.

Step 4: The On-Call technician will contact the person reporting the outage within 1hr. of receiving the report to notify them that he has received the notification of the outage and is responding to the outage.

Step 5: The On-Call technician will provide periodic updates to the contact person of the status of the outage until the outage is resolved.

Escalation: If the area On-Call technician has not notified the contact person that he has received the notification of the outage and is responding after 1hr., the listed escalation procedure is to be followed for each area.

After 1hr. contact:

Area 1 – Santa Fe: Frank Comfort.....505-470-4110 (cell)

Area 2 – Roswell: Kevin Hogan.....575-626-0171 (cell)

Area 3 – Las Cruces: Gabriel Gates.....575-644-8515 (cell)

Area 4 – Albuquerque: Bob Whitten.....505-263-0231 (cell)

After 1hr. 15min. contact:

All Areas: Maynard Salazar.....505-231-8310 (cell)

After 1hr. 30min. contact:

All Areas: Jacque Miller.....505-670-8892 (cell)

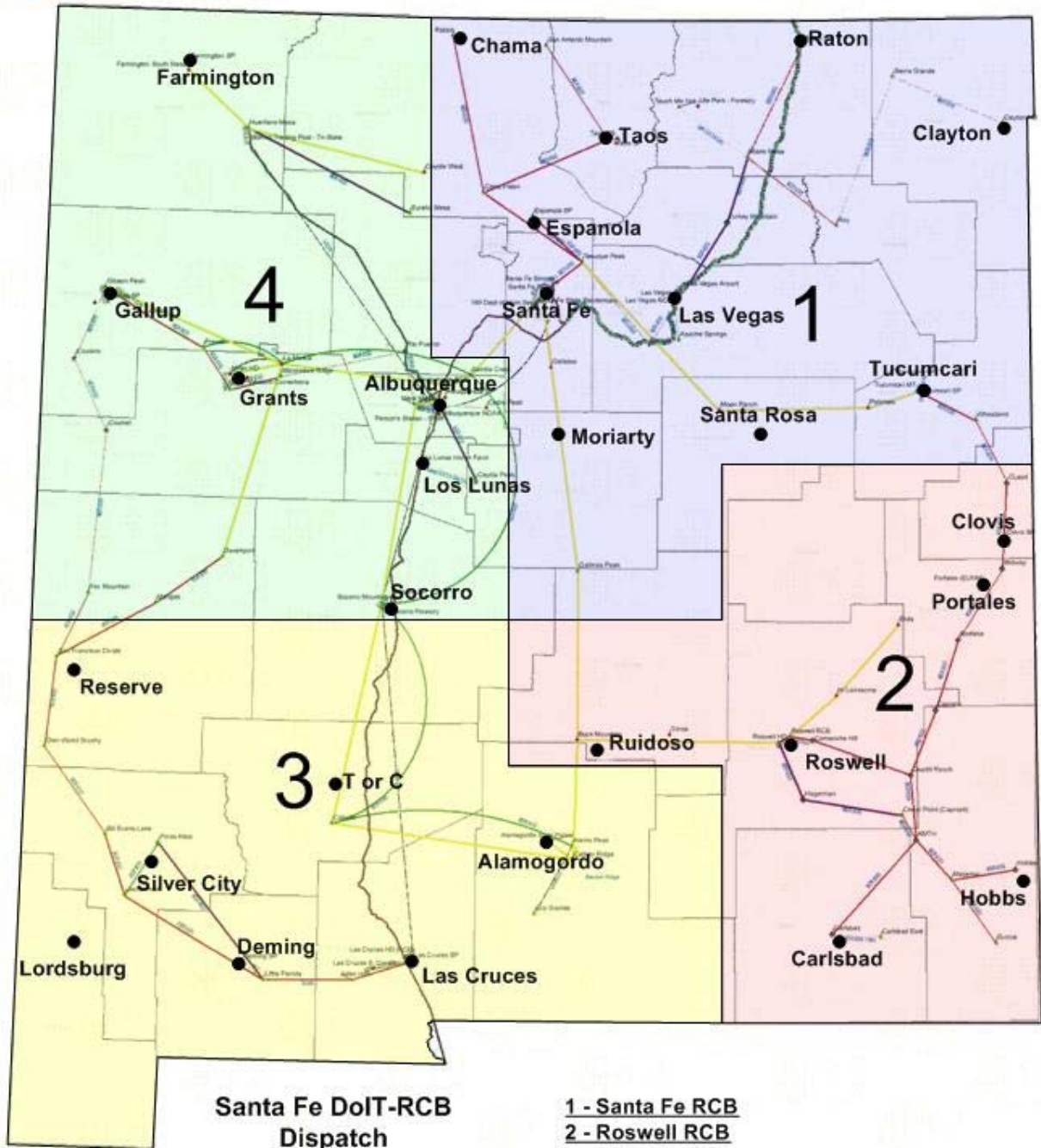
These procedures are to be followed only for incidents/outages that occur. They are **not** to be used for requests. The definition for incidents/outages and requests are listed below.

Incident-An interruption of an existing service

Request-A request for a new service or enhancement or addition to an existing service



NEW MEXICO
DEPARTMENT OF
INFORMATION TECHNOLOGY



Santa Fe DoIT-RCB Dispatch
(505) 827-9382

1 - Santa Fe RCB
2 - Roswell RCB
3 - Las Cruces RCB
4 - Albuquerque RCB

Santa Fe DoIT Helpdesk
(505) 827-2121

