



Item #	Requester	UC	Customer Support Plan	Motorola Customer Support Plan	Description	Update Date	Resolution Date
32	Leveque	Gross	UC	Customer Support Plan	Motorola Customer Support Plan	Update 10/4/2007: The Customer Support Plan draft was reviewed by Mr Woodall and changes were requested. The updated version was returned to Mr. Woodall for further review. <b>The OMO and SMO CSPs will go to UC Document Review committees per agreed upon format from User Council Annual meeting.</b>	4-Oct-06 31-Oct-07
43	Johnson	Del Smith	UC	Missing Audio	Chief Johnson reported missing audio problems in Fairbanks and with MATCOM.	Update 10/4/2007: 74 loaner radios were provided for use in Fairbanks. Approval has been received from the National Guard to extend the use of the radios to NLT Nov 19, 2007. <b>Brad Johnson/OMO to provide results of side-by-side testing once complete.</b>	1-Nov-06 30-Nov-07
44	Johnson	ALMR	UC	Implement Regional ICS Zones	At the ICS Zone Workshop on December 14, 2006, the ICS zone was redefined into a State zone and 6 regional zones.	Update 10/4/07 UC discussed this at the Annual UC meeting and recommended individual agencies should create translation card showing the conversion table. As radios come in for maintenance, etc, they should be reprogrammed at that time to comply. An article will be published in the October edition of the ALMR Insider Newsletter. <b>OMO to assist with putting together reference cards for ICS Zones.</b>	6-Dec-06 31-Oct-07
48	Hull	Del Smith	UC	EMS and Regional Support for smaller communities	Smaller communities need assistance with technical analysis and grants writing	Update 10/4/07: The OMO is finalizing customer needs assessments from SE agencies. OMO has contacted 19 of the 30 organizations to determine their needs.	7-Mar-07 31-Oct-07
49	Quickel	Del Smith	UC	Documentation Review Process	Documentation Review Subcommittees will be formed to review ALMR documentation	Update 10/4/2007: OMO posted the first set documents to the Sharepoint server. A decision was made at the Annual UC meeting that future reviews would be scheduled on a specific day/time via telecom.	7-Mar-07 31-Dec-07
50	Leveque	Del Smith	UC	Validation Process for Radios	User Council members want to research a process that validates equipment prior to its addition to the System.	Update 10/4/2007: Kenwood ATP is complete. There were a few issues noted with the radios - no OTAR or interconnect available. Neither is required to operate on ALMR. Additional testing is still in progress.	2-May-07 31-Oct-07
52	Johnson	Woodall	UC	Ester Dome Interference	There is an unidentified, sporadic transmission affecting Ester Dome.	Update 10/4/2007: The determined source of interference to the ALMR Ester Dome receive frequency antenna was a bad transmitter at Sourdough Fuel. The FCC was to send a letter to them directing they shut it down. OMO waiting receipt of a copy of the letter. <b>Tim to follow up with FCC on formal record of communication on Ester Dome</b>	6-Jun-07 31-Oct-07
55			UC	Training	UC and OMO to identify and implement training programs for other than day-to-day users.	4-Oct-07	
56							
<b>Issues closed at or since the last meeting</b>							
51	Leveque	Smith	UC	Southeast Build Out	The UC will request a copy of the System Design the SOA is using for the buildout in Southeast Alaska in order to verify priorities and location.	Update 10/4/1007: OMO presented a master site listing to UC members at the Annual UC Meeting.	2-May-07 4-Oct-07
53	Leveque	Borg	UC	Busies	The System Management Office will perform an analysis of the AS/NIE07 "busies" and attempt to identify and categorize the users who were impacted, i.e. who were the people who got busies, is this a problem, and did it primarily effect the first responders or did it impact others?	Update 10/4/2007: The SMO briefed on Aug 1 that they were unable to retrieve the specific data for the talkgroups. The busies affected both exercise and real world situations but caused no significant problems. Training to those not on the System day-to-day is one solution in eliminating some of the busies.	6-Jun-07 4-Oct-07
54	Johnson	Leveque	UC	Annual Meeting	User Council Annual Meeting	Update 10/4/07: The Annual User Council Meeting was held on September 18 - 19 at the Anchorage Sheraton.	3-Jan-07 4-Oct-07
2	UC	Callahan	UC	SATS Pricing	Dr. Jones to provide SATS pricing to the User Council.	Update 8/1/2007 Mr. Jim Kohler stated this is due at the end of September - driven by FY09 budget submission. <Pending>	7-Jun-06 30-Sep-07

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