

## Reporting Technical Problems

Supersedes: 07-11-99

Effective: 01-01-05

1. Dispatch Operations Center personnel suspecting a technical problem with any equipment shall notify the on-duty Dispatch Operations Center Supervisor.
2. The on-duty Dispatch Operations Center Supervisor shall evaluate the situation and determine whether it is an **urgent** or **non-urgent** issue.
3. The Communication Engineering Unit shall be notified of all urgent technical problems by transmitting the "CEU" group call in the alphaset.
4. The Communication Engineering Unit should be notified of all non-urgent technical problems by sending an e-mail message to the CEU group via the department computer network.
  - 4.1. If the computer network is not available, the Supervisor reporting the problem should call 343-1140 and leave a voice mail message.
5. All notifications should include the following:
  - Note the equipment (type and location), who was using it and what they were doing when the problem occurred.
  - Provide as much detail as necessary to accurately convey the problem experienced.
  - Note when the problem occurred, if it is still occurring, and any actions taken thus far.
  - Note whom to contact and at what phone number.