



Title:	Chronic Issue Resolution	SOP No:	ITS-RADIO-015
Revision:	1.1	Effective Date:	March 28, 2022
Owner:	Manager – Wireless Communications	Department:	IT Solutions

## Chronic Issue Resolution

### 1 Purpose

Establish standard operating procedures to efficiently and effectively identify, manage, communicate and resolve chronic issues on the public safety radio system that provides communications for first responders across much of North Central Texas network.

The owner of this policy is the City of Fort Worth IT Solutions Department. Roles and responsibilities are further defined below.

#### 1.1 *Wireless Communications Manager*

Responsible for monitoring incidents and identifying system problems that require invoking the chronic issue resolution process.

#### 1.2 *Wireless Communications Senior Manager*

Approve exceptions to the chronic issue resolution process in section 5.0.

#### 1.3 *Stakeholder*

Customers, ITS managers, security personnel, end-users and any entity or person whose communications on the Radio System network are impacted by the system problem.

### 2 Scope

This policy applies to internal agencies that communicate on the Radio System. External agencies will also be informed of service impacting chronic issues in accordance with the process in section 6.2.

### 3 References

None

### 4 Conditions for Exemption

Exceptions to the policy must be approved by the Senior Manager over Wireless Communications.



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## 5 Justification

The objective of this policy is to implement a chronic issue resolution process to manage and effectively resolve system problems that effect system performance and mission critical communications and restore the system to normalcy as soon as possible.

## 6 Chronic Issue Resolution Protocol

When a system problem occurs, it must first be reported, identified and validated as a chronic issue. If the chronic issue resolution protocol is invoked, the methodology below must be followed to appropriately document, monitor, communicate, manage and resolve the problem.

### 6.1 Chronic Issue Criteria

The Wireless Communications Manager has responsibility to invoke the chronic issue resolution protocol. First, the problem must be identified and validated as chronic per the criteria described below:

- Chronic issues must be validated as meeting one or more of the criteria below:
  - A system, component, or service that has experienced an outage or interruption three times within the previous 30 days
  - A recurring or systemic system problem identified as chronic by the Wireless Communications Manager
- Once the system problem has been validated as a chronic issue, it must be reported by the Wireless Communications Manager via the ITSM process as a problem ticket.

### 6.2 Communications Protocol

If the system problem is categorized as a chronic issue per section 6.1, the Wireless Communications Manager will adhere to the protocol in this section to appropriately communicate its impact to all stakeholders. Effective notification will allow affected users to develop an incident response and temporary operational plan to adequately manage the issue until its resolution.

- All notifications and documentation must refer to the ITSM problem ticket. Additionally, the ITSM problem ticket must be updated on a weekly and ongoing basis with status updates and relevant documentation for the purposes of communication and record keeping.



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- Service owners, key users, division management and all appropriate stakeholders will be notified via email, phone call or other means relevant to the chronic issue initiated.
- The Wireless Communications Manager is responsible for distributing a standard weekly report, *Critical Care Weekly Status Report*, to stakeholders including the service owner, key users, and division management. Aside from the weekly report, critical updates will be communicated on an as needed basis. Weekly and ongoing status reports must also be uploaded as ITSM problem ticket updates. The report will include:
  - Contact information for the chronic issue management team described in 6.3
  - ITSM problem ticket number
  - Description of the problem and its components
  - Description of activity and results from the previous report
  - Details regarding future weeks testing, monitoring and plans

### **6.3 Chronic Issue Management**

The initiating Wireless Communications Manager will assign appropriate resources from their staff or other internal and external entities necessary to initially investigate, troubleshoot, test and diagnose the system problem. The Wireless Communications Manager will assume the lead role of problem manager or assign another lead team member to manage the chronic issue. Resources will be managed and added if necessary to address, monitor and resolve the chronic issue as expediently as possible. Increasing monitoring will involve the specific tasks noted below until the system problem is mitigated:

The chronic issue management team will execute and manage the following tasks:

- Initial evaluation and documentation of the system problem. Test tools, troubleshooting methods and other means will be used to form a baseline evaluation.
- The chronic issue management team establishes an execution plan including:
  - Review impacted stakeholders initially identified and communicate to them if necessary.
  - Determine if the chronic issue management team is appropriately staffed. If necessary, employ other internal or external resources, subject matter experts, vendors or other professional services providers.
  - Formulate an expected resolution timeframe and schedule of tasks and events.
  - Risk analysis and mitigation plan should be generated to identify potential roadblocks, service issues and unknowns that should be tracked
  - Document an execution plan including temporary solutions and workarounds to minimize disruption of service, downtime and maximize functionality and performance



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- Increased monitoring of the identified chronic issue using appropriate means
- Establish a regular meeting schedule for the chronic issue management team to discuss, update and document updates to the execution plan
- Update the ITSM problem ticket as necessary

#### **6.4 Chronic Issue Resolution**

The chronic issue will be considered resolved when the system problem is corrected and stakeholders have experienced no significant service events in the preceding thirty days. The ITSM problem ticket will remain open during this time and weekly reports will continue to be generated and circulated to all impacted stakeholders. Wireless Communications will issue a final report describing the resolution process and close the ITSM ticket following the thirty day period.

As part of the resolution process, the Wireless Communications Manager will conduct a post-mortem on the chronic issue to determine any preventative measure that can be implemented to eliminate the risk of reoccurrence. The post-mortem should also address any security vulnerabilities, process improvement opportunities and recommendations for service efficiencies related to the resolved chronic issue.



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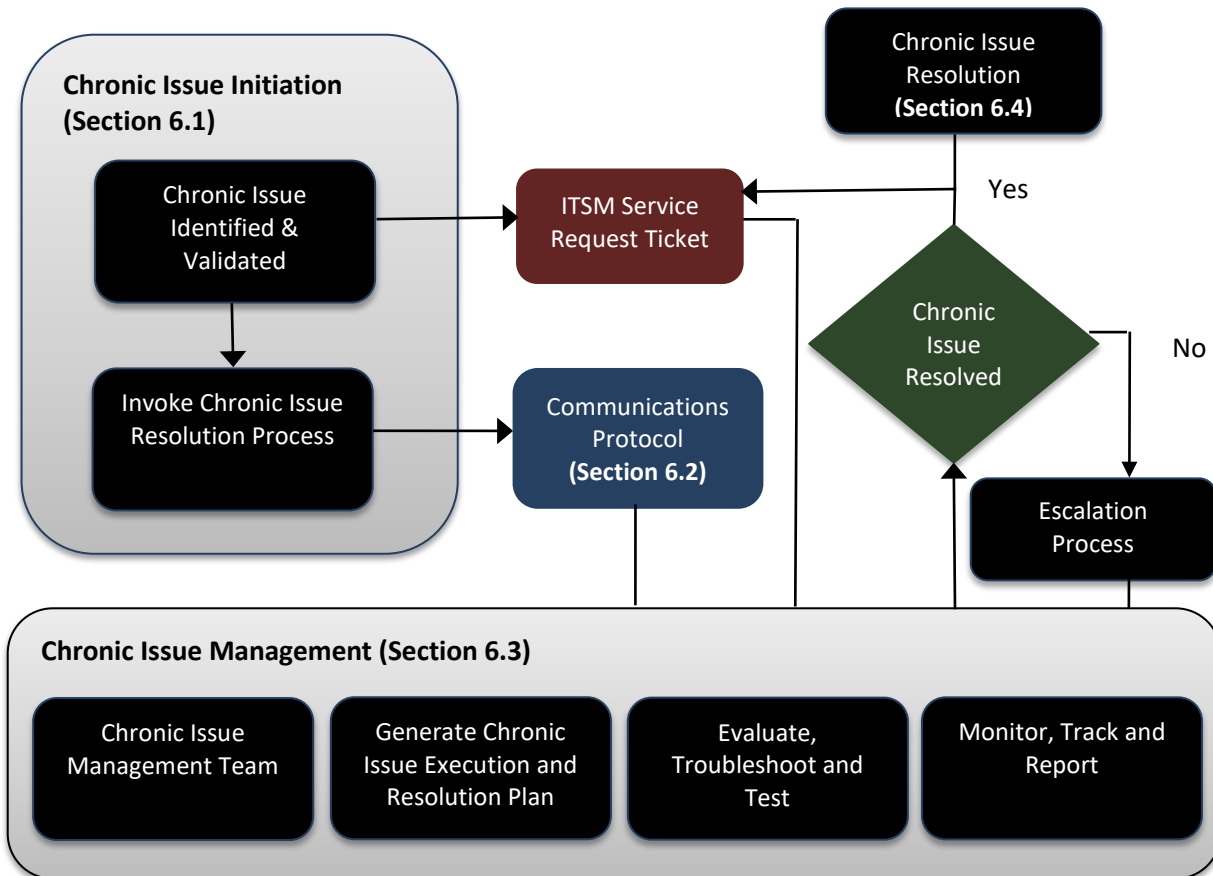


Figure 1: Chronic Issue Resolution Protocol

## 7 Forms

The "Critical Care Weekly Status Report" is posted at <https://www.fortworthtexas.gov/departments/it-solutions/cfwradios-policy>.



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### ***Version Control***

<b><u>Version</u></b>	<b><u>Date</u></b>	<b><u>Description</u></b>	<b><u>Author</u></b>
1.0	8/1/2014	Original version	Abinta Khan
1.1	3/28/2022	Changed Radio Services to Wireless Communications. Reviewed for currency.	Larry Crockett