



Title:	Subscriber Asset Management	SOP No:	ITS-RADIO-002
Revision:	1.2	Effective Date:	March 28, 2022
Owner:	Manager - Wireless Communications	Department:	IT Solutions

## **P25 System Subscriber Asset Management**

### **1 Purpose**

The objective of this procedure is to ensure all subscriber radio equipment allowed access to communicate on the public safety radio system that provides communications for first responders across much of North Central Texas is correctly documented and tracked in the MCM Asset Management database.

### **2 Scope**

The execution of the defined Subscriber Asset Management procedure specifically applies to the CFW IT Solutions (ITS) Wireless Communications staff, Fire Fleet Shop Staff, and Police Fleet Shop Staff who are responsible for documenting and entering information into MCM.

All CFW subscriber radio equipment assets must be managed and tracked via MCM and comply with this procedure. At this time, only external agencies utilizing ID numbers from the City of Fort Worth or with subscriber support agreements are tracked. Other agencies' assets are not tracked.

### **3 References**

None

### **4 Conditions for Exemption**

This procedure is not applicable to external agency's subscriber equipment if they have ID numbers provided by the state and have their equipment maintained by someone other than the CFW Wireless Communications, even if they do communicate on the Radio System as primary users.

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

### **5 Justification**

A subscriber asset management policy is essential for managing access to the Radio System and ensuring authorized use. An asset management program must include the management and inventory tracking of subscriber radio equipment including installation of new units, updates and removals.



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## 6 Subscriber Asset Management Procedure

This section outlines the Subscriber Asset Management procedure and is comprised of a two-step process that must occur in sequence. These are New Subscriber Asset Inventory and Subscriber Asset Predeployment.

### Definitions

Active portable/mobile radios or consolettes: Subscribers which are actively operating on the Radio System.

Backup portable/mobile radios: Subscribers, which are configured and ready to operate on the Radio System whenever needed.

Spare portable/mobile radios or consolettes: Subscribers, which are in stock but not configured or operating on the Radio System. Spares are used on an as needed basis when needed to replace out-of-order devices.

### 6.1 New Subscriber Asset Inventory

The new subscriber inventory process begins after procurement of the radio, but prior to configuration and programming. It is applicable to all new radios. It ensures that all radios procured are captured in the MCM database and preserves the accuracy and integrity of subscriber asset management.

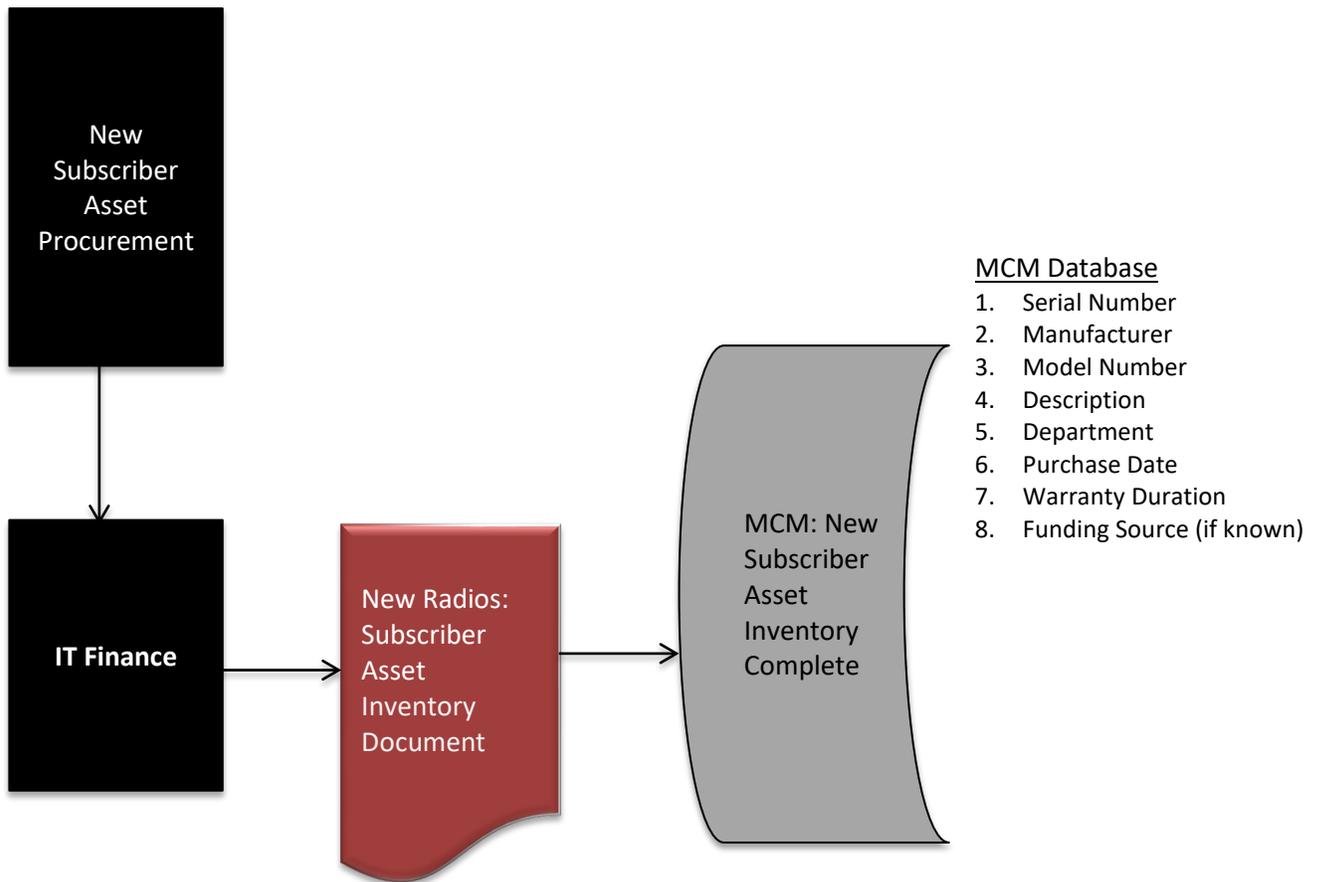
For new City of Fort Worth subscribers, IT Finance will populate required information such as the serial number, manufacturer, model, description, intended department, purchase date and warranty duration and funding source if known directly into the MCM database.

The flow chart in Figure 1 illustrates the Subscriber Asset Inventory procedure that must be followed for new subscribers.



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**Figure 1: New CFW Subscriber Asset Inventory Flowchart**





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The following is the snapshot of a new subscriber record input into MCM:

The screenshot shows the 'Asset Entry' window in the MCM system. The main form contains the following data:

- Asset:** 481CMZ1945
- Serial Number:** 481CMZ1945
- Model:** 6500
- Manufacturer:** Motorola
- Description:** APX6000 700/800 MODEL 2 PORTABLE
- Status:** P25 - Cold Installation
- Class:** Voice Radio Unit
- Category:** Handheld
- Agency:** ITS-Radio Services
- Unit Id:** 0BB23
- Parent Asset:** (empty)
- Vehicle:** (empty)
- Building:** (empty)
- Room:** (empty)
- Floor:** (empty)
- In Service:** (checked)
- Out of Service:** (checked)
- Warranty Type:** 2YR
- Warranty Begins:** 05/13/2012
- Warranty Period:** 24
- Warranty Ends:** 05/13/2014
- Maintenance Contract Begins:** (checked)
- Maintenance Contract Ends:** (checked)
- Preventive Maintenance Last PM:** (empty)
- Preventive Maintenance Next PM:** (checked)
- Financial Information:**
  - Date Purchased: (empty)
  - Fiscal Year: (empty)
  - Purchased With: P25 Project Func
  - Appropriation: (empty)
  - Ownership: (empty)
  - Last Adjustment: (empty)
  - Total Cost: (empty)
  - Book Value: (empty)
  - Salvage Value: (empty)
  - Market Value: (empty)
  - Last Inventoried: (empty)
  - Depreciation Method: (empty)
  - Last Depreciation: (empty)
  - Next Depreciation: (empty)

Note: All new subscribers and control stations will temporarily be assigned to the CFW ITS Wireless Communications agency. This information will not be changed until an ITS Radio technician physically verifies the existence of the radio devices and then installs or deploys them.

## 6.2 Subscriber Asset Predeployment

The subscriber asset predeployment process is the final step of the subscriber asset management process and is applicable to both new and existing subscribers that require an update.

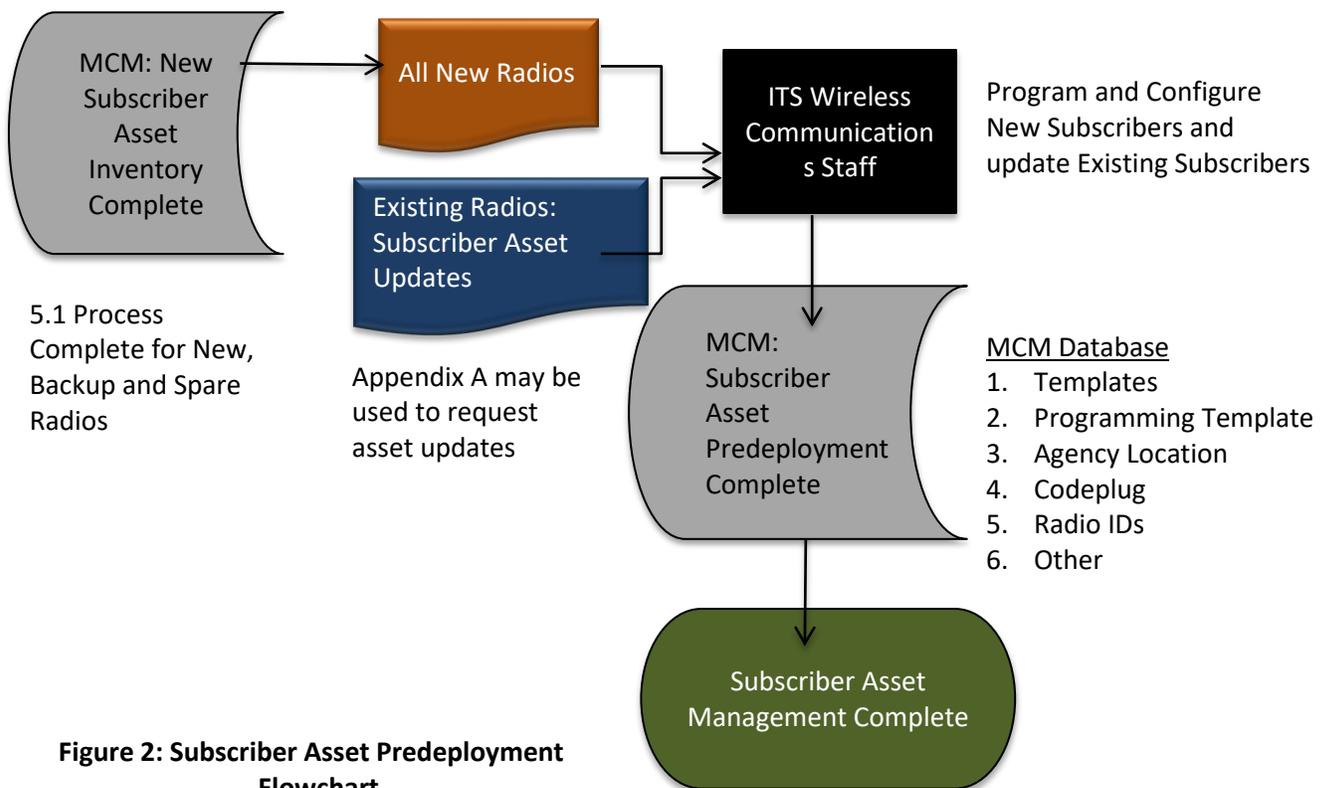
- For all new subscribers, asset predeployment begins after subscriber asset inventory is complete and concludes when the subscriber has been configured, programmed and is ready for deployment. Therefore, new subscribers must complete the process outlined in

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6.1 subscriber asset inventory prior to commencing 6.2. This process ensures that CFW Wireless Communications staff has verified existence of these radios, captured their vital operating parameters and authorized them for active use.

- Existing subscribers are classified as active, backup or spare subscribers. Subscriber asset predeployment section 6.2 is the only step necessary for radios that require an update.

The flow chart below in Figure 2 illustrates the procedure for 6.2 Subscriber Asset Predeployment that must be followed.





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## 7 MCM Subscriber Asset Procedures

This section outlines the specific steps required to enter subscriber asset management information for Mobiles, Portables and Control stations into the MCM Database.

- **Mobiles**
  - The ITS radio technician must clear the template programmed in the existing subscriber which will be decommissioned before discarding them in the disposal container.
  - The ITS radio technician must update the MCM database with information of the discarded mobile radios. Please refer to section V.1 for the procedure to update records of disposed mobile radios in MCM.
  - ITS Wireless Communications Staff is responsible for programming and installing appropriate P25 templates to all new mobile radios.
  - ITS radio technicians must update the MCM database with information of the installed mobile radios. For active and backup mobile radios, please refer to section V.2 for the procedure to update records of installed mobile radios in MCM. For spare mobile radios, please refer to section V.8 for the procedure to update spare mobile radios in MCM.
  
- **Portables**
  - IT Solutions radio technicians will be responsible for collecting and redeploying portable radios. Also, they are responsible for updating records of these radios in MCM.
  - The templates programmed in any discarded units must be cleared by the ITS radio technician before placing them in the disposal container.
  - Please refer to section V.3 for the procedure to update records of disposed portable radios in MCM.
  - Please refer to section V.4 for the procedure to update records of portable radios that will be redeployed at a later date.
  - Before distributing new portable radios to customers, IT Solutions radio technicians will program appropriate P25 template in each radio and only activate them on the P25 system if they are active or backup radios (and not spares).
  - IT Solutions radio technicians are also responsible for updating records of these radios in MCM. For active and backup portable radios, please refer to section V.5 for the procedure to update records of new portable radios in MCM. For spare portable radios, please refer to section V.8 for the procedure to update spare portable radios in MCM.
  
- **Control Stations and Consolettes**
  - All new consolettes will be programmed with appropriate P25 templates. Only active consolettes are activated on the P25 system by IT Solutions radio technicians.



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- IT Solutions radio technicians will be responsible for updating new consolettes records in MCM. For active consolettes, please refer to section V.7 for the procedure to update records of new consolettes in MCM. For spare consolettes, please refer to section V.8 for the procedure to update record of spare consolettes in MCM.
- **Reprogramming Existing Subscribers**
  - Only active and backup units will have P25 IDs activated on the P25 system
  - IT Solutions radio technicians are responsible for updating MCM database records with new information changes.
  - For active and backup mobile radios, please refer to section V.2 for the procedure to update records of installed mobile radios in MCM. For spare mobile radios, please refer to section V.8 for the procedure to update spare mobile radios in MCM.
  - For active and backup portable radios, please refer to section V.5 for the procedure to update records of portable radios in MCM. For spare portable radios, please refer to section V.8 for the procedure to update spare portable radios in MCM.
  - For active consolettes, please refer to section V.7 for the procedure to update records of installed consolettes in MCM. For spare consolettes, please refer to section V.8 for the procedure to update record of spare consolettes in MCM.

## **7.1 Procedures to Update MCM Records**

Subscriber Assets MCM records to be updated require the requestor submit a written authorization. Verbal instructions will not be accepted. Appendix A may be used. IT Solutions Wireless Communications must complete an MCM work order on the subscriber units.

MCM Records may be updated for the following reasons:

- Commission new radio and dispose of existing radio
- Remove radios no longer in service and purge old information
- Transfer assets between departments or personnel
- Activate spare radio assets as in service
- Update backup radios as active radios
- Change radio programming template or radio ID

Section 6.1 and 6.2 Subscriber Asset Management govern MCM record updates as well, and the process must be followed for both new and updated MCM records.



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## 7.2 Procedure to Update Disposed Mobile Radios

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the mobile radio by either Find or Browse method.
2. Status: change to “P25 - Disposed”
3. Remove all system ID such as Unit ID, Netco ID, Arlington ID, etc...
4. Out of Service: Select the current date.
5. Save the updated record by clicking on the Save button.

Following is the snapshot of a disposed mobile radio record:

The screenshot shows the 'Asset Entry' window with the following data:

- Asset:** 466AVQ0638
- Serial Number:** 466AVQ0638
- Model:** D04UJH9PW7AN
- Manufacturer:** Motorola
- Inventry #:** Other
- Description:** Astro/Spectra RB
- Status:** P25 - Disposed
- Class:** Trunking
- Category:** Mobile
- Parent Asset:** (Empty)
- Unit Id:** 0C428
- Prog Template:** CODE BLUE RB
- In Service:** (Empty)
- Out of Service:** 09/02/2013
- Agency:** Police-Administration
- Location:** (Empty)
- Assigned To:** CODE BLUE
- Vehicle:** (Empty)
- Building:** CENTRAL
- Room:** (Empty)
- Floor:** (Empty)

Additional fields include Purchasing (P.O. #, Date Received, Cost, Vendor), Warranty (Type, Begins, Period, Ends), Maintenance Contract (Begins, Ends, Rate, Additional Rate), and Preventive Maintenance (Last PM, PM Frequency, Next PM).

Navigation tabs at the bottom include: Category Details, Open WO, WO History, Transfer History, Notes, Child Assets, Attachments, Financial Information, ID Management.

A table at the bottom shows a single record with columns: System Name, System Description, Range Name, Range Description, ID, Hex.

Bottom status bar: Edit Mode | 1 Active Record(s)



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### 7.3 Procedure to Update Installed Mobile Radios

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the mobile radio by either Find or Browse method.
2. Status: Change to “P25 - Active”. If it is a loaner, select “P25 – Loaner”.
3. Unit ID: This field is not used.
4. Prog Template: Select the P25 template that is programmed in the mobile radio.
5. In Service: Select the date this radio is being activated on P25 system.
6. Agency: It is very important to verify which agency owns this asset. The ITS radio technician must select the appropriate agency for the new installed mobile radio. If it is a loaner, the Agency field must be “ITS - Wireless Communications” and indicate which department temporarily borrowed this radio in the Location field.
7. Vehicle: Enter vehicle number.
8. Record all appropriate system IDs programmed in the new mobile radio (NETCO, Den Co, etc...)
9. CFW P25 ID: Enter the new CFW P25 ID assigned to the mobile radio.
10. Date Last Programmed: It is critical to update this field to reflect current programming. Select the date the radio is being programmed.
11. Save the updated record.

Following is the snapshot of an installed mobile record:

The screenshot displays the 'Asset Entry' window with the following details:

- Asset:** 527CMZ1720
- Serial Number:** 527CMZ1720
- Model:** M25URS9PW1AN
- Manufacturer:** Motorola
- Description:** APX6500 ATO 7/800 MHZ
- Status:** P25 - Active
- Class:** Voice Radio Unit
- Category:** Mobile
- Parent Asset:** (empty)
- Unit Id:** 762038
- Prog Template:** WEST PATROL TRAFFIC RB
- In Service:** 08/16/2012
- Out of Service:** (empty)
- Agency:** Police
- Location:** West Division Administrator
- Assigned To:** (empty)
- Vehicle:** 147-1694
- Building:** (empty)
- Room:** (empty)
- Floor:** (empty)
- Warranty:** Type: 2 YR, Begins: 05/14/2012, Period: 24, Ends: 05/14/2014
- Maintenance Contract:** Begins: (empty), Ends: (empty), Rate: (empty), Additional Rate: (empty)
- Preventive Maintenance:** Last PM: (empty), PM Frequency: (empty), Next PM: (empty)

**Transfer ID's Table:**

System Name	System Description	Range Name	Range Description	ID	Hex
LFW P25	LFW P25 system	LFW Mixed	LFW Mixed	7200867	006DE063

1 Active Record(s)



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### 7.4 Procedure to Update Disposed Portable Radios

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the portable radio by either Find or Browse method.
2. Status: change to “P25 - Disposed”
3. Out of Service: Select the current date.
4. Remove all system ID such as Unit ID, NETCO ID, Arlington ID, etc...
5. Update appropriate list for other systems ID that is being reclaimed or to list being reused.
6. Save the updated record.

Following is the snapshot of a disposed portable radio record:

The screenshot shows the 'Asset Entry' window with the following data:

- Asset:** 205CFG0966
- Serial Number:** 205CFG0966
- Model:** H01UCF6PW1BN
- Manufacturer:** Motorola
- Inventry #:** [Empty]
- Description:** MTS 2000 RB
- Status:** P25 - Disposed
- Class:** Trunking
- Category:** Handheld
- Parent Asset:** [Empty]
- Unit Id:** [Empty] | 0C4FD
- Prog Template:** CODE BLUE RB
- In Service:** [Checked]
- Out of Service:** 09/02/2013
- Agency:** Police-Administration
- Location:** [Empty]
- Assigned To:** CODE BLUE
- Vehicle:** [Empty]
- Building:** WEST
- Room:** [Empty]
- Floor:** [Empty]

**Maintenance Contract:**

- Begins: [Empty]
- Ends: [Empty]
- Rate: [Empty]
- Additional Rate: [Empty]

**Preventive Maintenance:**

- Last PM: [Empty]
- PM Frequency: [Empty]
- Next PM: [Empty]

**Transfer ID's Table:**

System Name	System Description	Range Name	Range Description	ID	Hex

1 Active Record(s)



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## 7.5 Procedure to Update Portable Radios That Will Be Redeployed

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the portable radio by either Find or Browse method.
2. Status: Change to “P25 – Holding for Redeploying”
3. Agency: Change to “ITS – Wireless Communications”
4. Clear out all information related to previous agency or owner such as Unit ID, Pro template, Location, Assigned To, Fund, Account, Center, etc...
5. Clear all other system IDs such as NETCO, Arlington, etc...
6. Update appropriate list for other systems ID that is being reclaimed or to list being reused.
7. Save the updated record.

Following is the snapshot of a redeployed portable radio:

The screenshot shows the 'Asset Entry' window with the following details:

- Asset:** 721CJZD062
- Serial Number:** 721CJZD062
- Model:** H18UCF9PW6AN
- Manufacturer:** Motorola
- Description:** XTS 5000 RB
- Status:** P25 - Holding For Redeploying
- Class:** Trunking
- Category:** Mobile
- Parent Asset:** (Empty)
- Unit Id:** (Empty)
- Prog Template:** (Empty)
- In Service:** 04/14/2011
- Out of Service:** (Empty)
- Agency:** ITS-Radio Services
- Location:** (Empty)
- Assigned To:** (Empty)
- Vehicle:** (Empty)
- Building:** (Empty)
- Room:** (Empty)
- Floor:** (Empty)

Additional sections include:

- Purchasing:** P.O. #, Date Received, Cost, Vendor.
- Warranty:** Type, Begins, Period, Ends.
- Maintenance Contract:** Begins, Ends, Rate, Additional Rate.
- Preventive Maintenance:** Last PM, PM Frequency, Next PM.

At the bottom, there is a 'Transfer ID's' section with a table:

System Name	System Description	Range Name	Range Description	ID	Hex

The status bar at the bottom indicates 'Edit Mode' and 'Record 1769 of 2543'.



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## 7.6 Procedure to Update New or Redeployed Portable Radios

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the portable radio by either Find or Browse method.
2. Status: Change to “P25 - Active”. If it is a loaner, select “P25 – Loaner”.
3. Unit ID: This field is not used.
4. Prog Template: Select the P25 template that is programmed in the new or redeployed portable radio.
5. In Service: For active and backup radios, select the date this radio is activated on P25 system.
6. Agency: It is very important to verify which agency owns this asset. The ITS radio technician must select the appropriate agency for the new or redeployed portable radio. If it is a loaner, select “ITS - Wireless Communications” and indicate which department temporarily borrowed this radio in the Location field.
7. Assigned To: Indicates the user’s employee ID and name.
8. Record all appropriate system IDs programmed in the portable radio.
9. CFW P25 ID: Enter the new CFW P25 ID assigned to the portable radio.
10. CFW P25 Programmed Date: It is critical to update this field to reflect current programming. Select the date unit is being programmed.
11. Save the updated record.

Following is the snapshot of a new or redeployed portable radio record:

System Name	System Description	Range Name	Range Description	ID	Hex
CFW P25	CFW P25 System	CFW Mixed	CFW Mixed	7204455	006DEE57



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### 7.7 Procedure to Update Disposed Control Stations And Consolettes

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the consolettes by either Find or Browse method.
2. Status: change to “P25 - Disposed”
3. Out of Service: Select the current date.
4. Remove all system ID such as Unit ID, NETCO ID, Arlington ID, etc...
5. Update appropriate list for other systems ID that is being reclaimed or to list being reused.
6. Save the updated record.

Following is the snapshot of a disposed consolette record:

The screenshot shows the 'Asset Entry' window with the following data:

- Asset:** 276ASE0072
- Serial Number:** 276ASE0072
- Model:** L35KXM7174AM
- Manufacturer:** Motorola
- Description:** Spectra Desktop (Optimization)
- Status:** P25 - Disposed
- Class:** Trunking
- Category:** Desktop
- Parent Asset:** (Empty)
- Unit Id:** (Empty)
- Prog Template:** (Empty)
- In Service:** 11/08/2010
- Out of Service:** 09/02/2013
- Agency:** ITS-Radio Services
- Location:** (Empty)
- Assigned To:** Radio Services
- Vehicle:** (Empty)
- Building:** (Empty)
- Room:** (Empty)
- Floor:** (Empty)

Additional fields include Purchasing (P.O. #, Date Received, Cost, Vendor), Warranty (Type, Begins, Period, Ends), Maintenance Contract (Begins, Ends, Rate, Additional Rate), and Preventive Maintenance (Last PM, PM Frequency, Next PM).

At the bottom, there is a table for 'Transfer ID's' with columns: System Name, System Description, Range Name, Range Description, ID, and Hex.



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## 7.8 Procedure to Update Installed Consolettes

1. Select Asset Module → Asset Entry. Use the serial number to obtain the existing record of the consolette by either Find or Browse method.
2. Status: Change to “P25 - Active”. If it is a loaner, select “P25 – Loaner”.
3. Unit ID: This field is not used. .
4. Prog Template: Select the P25 template that is programmed in the consolette.
5. Date in Service: Select the date the consolette is activated on P25 system.
6. Agency: It is very important to verify which agency owns this asset. The ITS radio technician must select the appropriate agency for the new installed consolette. If it is a loaner, the Agency field must be “ITS - Wireless Communications” and indicate which department temporarily borrowed this consolette in the Location field.
7. Record all appropriate system IDs programmed in the new consolette (NETCO, Den Co, etc...)
8. CFW P25 ID: This field is not used.
9. CFW P25 Programmed Date: It is critical to update this field to reflect current programming. Select the current date the radio is being programmed.
10. Save the updated record.
11. Asset management track leader will update the record with Fund, Account, and Center information later.

Following is the snapshot of the installed consolette record:

The screenshot shows the 'Asset Entry' window with the following details:

- Asset:** 761CMZ0068
- Serial Number:** 761CMZ0068
- Model:** L30TSS9Pw1AN
- Manufacturer:** Motorola
- Description:** APX7500 CONSOLETTTE DUAL BAND MODEL
- Status:** P25 - Active
- Class:** Voice Radio Unit
- Category:** Desktop
- Parent Asset:** [Empty]
- Unit Id:** 123456 05BA0
- Prog Template:** FIRE ARSON P25 2ND V1
- In Service:** 09/02/2013
- Out of Service:** [Empty]
- Agency:** Fire-Administration
- Location:** ADM
- Assigned To:** [Empty]
- Vehicle:** [Empty]
- Building:** [Empty]
- Room:** [Empty]
- Floor:** [Empty]

Additional fields include Purchasing (P.O. #, Date Received, Cost, Vendor), Warranty (Type: 2 YR, Begins: 05/28/2012, Ends: 05/28/2014), Maintenance Contract (Begins, Ends, Rate, Additional Rate), and Preventive Maintenance (Last PM, PM Frequency, Next PM).

At the bottom, there is a table for 'Transfer ID's':

System Name	System Description	Range Name	Range Description	ID	Hex
CFW P25	CFW P25 System	CFW Mixed	CFW Mixed	72000005	006DDDD05



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### 7.9 Procedure to Update Spare Portable/Mobile Radios and Consolettes

1. Select Asset Module → Asset Entry. Use serial number to obtain the existing record of the asset by either Find or Browse method.
2. Status: Select “P25 – Spare”.
3. Agency: It is very important for the IT Solutions radio technician to indicate which agencies own this asset.
4. Assigned To: Indicate where this spare is located. Ex: “Carol’s stock”, or “ITS Radio Shop”, or “Aviation’s stock”, etc...
5. Save the updated record.

Following is the snapshot of a spare record:

The screenshot shows the 'Asset Entry' window with the following details:

- Asset:** 761CMZ0068
- Serial Number:** 761CMZ0068
- Model:** L30TSS9PW1AN
- Manufacturer:** Motorola
- Description:** APX7500 CONSOLETTTE DUAL BAND MODEL
- Status:** P25 - Spare
- Class:** Voice Radio Unit
- Category:** Desktop
- Parent Asset:** (Empty)
- Unit Id:** (Empty)
- In Service:** (Checked)
- Out of Service:** (Checked)
- Agency:** Police
- Location:** (Empty)
- Assigned To:** Bob's Stock
- Vehicle:** (Empty)
- Building:** (Empty)
- Room:** (Empty)
- Floor:** (Empty)

Additional sections include:

- Purchasing:** P.O. #, Date Received, Cost, Vendor.
- Warranty:** Type (2 YR), Begins (05/28/2012), Period (24), Ends (05/28/2014).
- Maintenance Contract:** Begins, Ends, Rate, Additional Rate.
- Preventive Maintenance:** Last PM, PM Frequency, Next PM.

Navigation tabs at the bottom include: Category Details, Open WO, WO History, Transfer History, Notes, Child Assets, Attachments, Financial Information, ID Management.

A table titled 'Transfer ID's' is visible at the bottom, with columns: System Name, System Description, Range Name, Range Description, ID, Hex.

Status bar: Edit Mode | 1 Active Record(s)

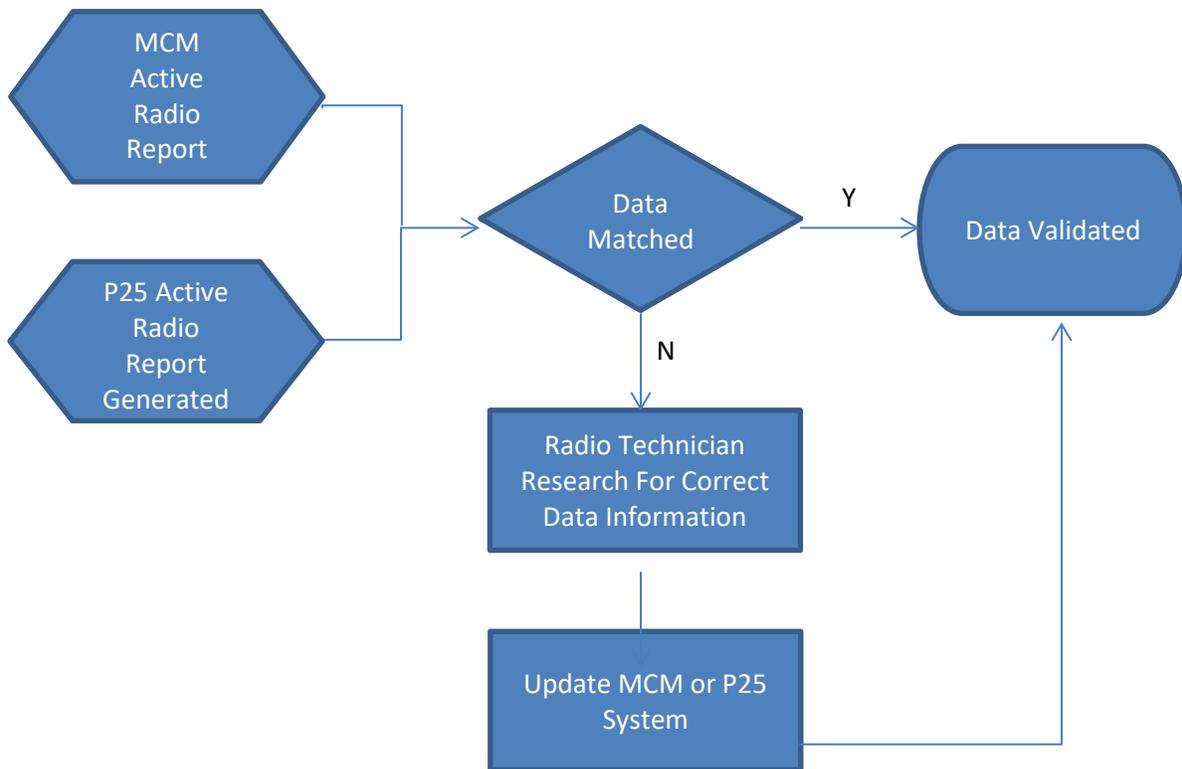


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### 7.10 Procedure to Audit Data in MCM

The process will be performed at least once a year. It is applicable to all radios that are documented in MCM and are active on the Radio System. It ensures that all radios procured are captured in the MCM database and preserves the accuracy and integrity of subscriber asset management.

The flow chart below illustrates the MCM Data Audit procedure that must be followed:



Notes: For each radio record, the information to be compared are: serial numbers, P25 IDs, and Agencies.

## 8 Forms

Please click the following link to open Form P25 PP 2:

[P25 PP 2 Appendix A](#)



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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	9/15/2014	Added Section 7.10 – “Procedure to Audit Data in MCM”	Dominic Hoang
1.2	3/28/2022	Changed all references of Fort Worth Regional Radio System to public safety radio system , Changed Radio Services to Wireless Communications – refined editing	Larry Crockett