



MPSCS Bulletin # 2020 - 07

The MPSCS, in coordination with the Motorola Upgrade Operations (UO), will be upgrading the radio system infrastructure from Platform 7.17 to 2019.2. Due to the nature of the upgrade procedure, Motorola is required to have engineers in each zone working simultaneously each day. Additional engineers will be working to upgrade each of the tower sites during the project schedule. Motorola will contact customers directly to inform them about potential site trunking events during the network upgrade and will work with dispatch centers in the affected areas so they can switch to backup consoles for site upgrades. Due to the nature of dispatch center operations, Motorola will be sensitive to current operations and postpone or reschedule site outages if the affected centers are dealing with emergency situations in which a radio communications interruption could endanger citizens or public safety users. Any questions or concerns about the radio system status during the upgrade (or anytime) can be directed to the MPSCS NCC at (517) 333-5050. We have staff on duty 24/7 to monitor the system and coordinate repair efforts if needed.

Schedule of Events:

8/24/2020 Work begins at 10AM to non-critical core equipment

8/25/2020 Brief interruption of voice traffic at 2PM and 8PM to switch over Zone Controllers in each of seven zones. Less than one minute of interruption expected. Dispatch Centers with RCM will be unable to log in to RCM between 8am and Noon.

8/26/2020 Core network upgrades, no scheduled outages.

8/27/2020 Core data systems upgraded, data CEN (Customer Enterprise Network) affected.

8/28/2020 Week One wrap up, no scheduled outages.

9/1/2020 (9AM to Noon) RF Site upgrades. Radio subscribers will migrate to different RF sites after site controllers are rebooted. Mobiles will affiliate to adjacent sites as will portables if they have signal strength.

9/2/2020 RF Site upgrades continued if needed. 9AM-11AM.

9/3/2020 and 9/4/2020 Contingency Days

Dispatch centers are encouraged to review their backup plans and have them in place prior to the outage event.

Please share this information with your staff and users of the system to minimize disruptions to your organizations.

The MPSCS NCC may be contacted at (888) 554-4622 or (517) 333-5050 if you have a question regarding the operation of the MPSCS or need assistance preparing for this event.