
Subject: MPSCS System Support/M1 Software Upgrade or New Request

Date Issued or Revised: Final June 15, 2007

Date Review: June 1, 2008

1.1.9 MPSCS System Support/M1 Software Update or New Request

I. Subject and Purpose

The purpose of this policy is to provide general guidelines to upgrade or add system support software to the M1 push. The system support software is generally subscriber and/or infrastructure software necessary to support the Michigan Public Safety Communications System's (MPSCS) towers and infrastructure.

II. Procedures and Guidelines

As soon as the Radio Programming Unit (RPU) or Infrastructure Services is notified of new software or upgraded software, the designated employee will test, evaluate and approve for distribution.

Upgrade Guidelines

1. RPU/Infrastructure Services and Client Services Managers shall initiate a Remedy Change Request with Department of Information Technology (DIT), Client Service Center (CSC). The Remedy Change Request shall include the following:
 - A. The manager shall retain a copy of the CSC ticket number for future reference.
 - B. Requested completion date.
 - C. MPSCS Subject Matter Expert (SME) and contact information (Office Automation will contact SME for software).
 - D. Name of push group(s) or computer names if it is new software.
 - E. Have MPSCS Agency Services Manager (Michael Ashton 517.336-2006 or David Roach 517.336-6165) added as contact.
2. A list of Push Groups may be identified by contacting MPSCS Agency Services Manager.
3. MPSCS computers will be logged into SOM at least once a week.
4. The following URL will be used to check on ticket status:
<http://connect.michigan.gov/mdit> .
5. The Agency Services Manager that submitted the request shall escalate the request if it becomes necessary to do so.

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III. Responsible Parties

Client Services Manager

Infrastructure Services Manager

A. Contact for questions

Client Services Manager or Infrastructure Services Manager

B. Phone, fax and email

517-336-6618; CapeS@michigan.gov

517-333-5002; HayhurstD@michigan.gov

517-336-6222 Fax

IV. Applicable Forms

V. Termination or Review Responsibility

The Client Services Manager is responsible for the review and update of this policy.

VI. Linkages to Other Relevant Data