	Standard Operating Procedure	
	Title / Subject **Infrastructure Issue Reporting Policy**	
	References/Updates: Updated: 11/14/2023	

Table of Change

1.		Page 1
2.		
3.		

1. **Introduction/Purpose**

   This policy is pertinent to the reporting of SIRN infrastructure issues to a single warning point, identified as the West Virginia Watch Center. This policy relates to RF sites that are part of the Astro system, Microwave sites that are the responsibility of SIRN, and additional infrastructure that is covered by an MOU between the owning party and the State of West Virginia.

2. **Definitions**

   All definitions are located in the "Definitions" document located on the SIRN Website at www.sirn.wv.gov.

3. **Reporting System Issues**

   a. Field Users, Issue Reporting – All field users should report issues or trouble including unexpected "Out of Range", unexpected "No Comms", and/or any "Site Trunking" to their primary dispatch center.

      i. For agencies without a dispatch center, the user may contact the call center directly.

   b. Dispatch Centers, Issue Reporting – Any dispatch center receiving reports from field users or observing unexpected operations should report such issues to the call center as soon as possible**.**

   c. Reporting process

      i. Telephone 1-833-767-7476 (Primary), 304-558-5380 (Secondary)

         1. Provide as much detail on the issue, location, symptoms, known issues, power outages, current weather conditions and any issues with equipment in a common location.

            a. **Issues associated with subscriber equipment (mobiles/portables) shall NOT be reported to the call center and should be reported following local or agency policy for equipment trouble.** This includes battery issues, antenna issues, programming issues, inability to operate assigned equipment and general questions.