Oklahoma Wireless Information Network

Standard

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| Section | **Subscriber** | **Status**: DRAFT |
| OKWIN Standard | **5.1.1** |
| Title | **Change Request** |
| Date Established |  | **Approval**: Pending |
| Replaces Document Dated |  |
| Date Revised |  |

# 1. Purpose or Objective

To establish a procedure to review change requests and how they are processed.

# 2. Technical Background

## Capabilities

Change Requests are required for any change to an entities talk group or subscriber unit.

## Constraints

The Change Request form must be signed with an electronic signature and kept in the PDF format. All forms that do not meet this requirement will be disapproved and returned to the requestor.

# 3. Definitions

* Emergency Alarm – Any change to the emergency alarm comments that are listed in OKWIN.
* Enable Radio – If a subscriber unit has been disabled in OKWIN, then this is where you request it to be turned back on.
* Letter of Authorization – For an entity requesting to use another entity(s) talk group(s).
* Programming – Programming changes to a subscriber unit.
* Talkgroup – Requesting additions or reductions to talkgroups.
* Talkgroup Site Access – Requesting to change on what radio tower an entity’s talkgroup(s) will be authorized to broadcast.
* Other – Any other request to change either an entities talkgroup or subscriber unit.

# 4. Recommended Protocol

Any Entity who wants to make changes to their talkgroups or subscriber units must fill out a Change request form and email it back to the OKWIN NOC.

# 5.  Recommended Procedure

Requestor Process:

* Go to <http://www.ok.gov/okwin/Subscriber/Forms/index.html> web page and click on the link Change Request.
* Download the Change request form PDF and fill in the form (See section 3. Definitions).
* Once the form has been completed and electronically signed, click the email button on the top of the document to email it back to the OKWIN NOC (okwin@dps.state.ok.us) to process.
* Requestor will receive an email with the approved or disapproved Change request form for their records.

OKWIN NOC Process:

* OKWIN NOC will receive the Change request.
* OKWIN NOC will process the Change request and once completed. Email back the completed form back to the requestor.

# 6. Management

Network managers and administrators are responsible for the management of this standard.