UTAH COMMUNICATIONS AUTHORITY

KEEPING PUBLIC SAFETY CONNECTED

Stakeholders Presentation November 2025

Overview

- Ticketing System
  - Oracle NetSuite
- NOC Technician Position
- Future NOC Center

Urgent Matters

Our support page is for non-emergency issues only. For urgent matters, please call our support lines.

General Support
801-840-4200
Mon–Fri, 9am–5pm

Urgent Outages
801-840-4216
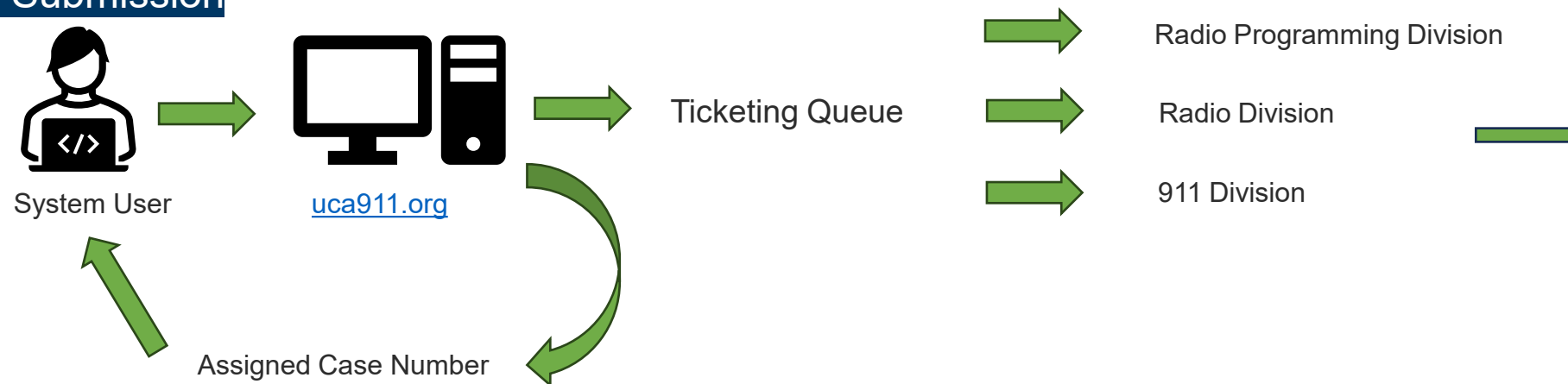24/7 Emergency Line

Non-Urgent Support

- Open Ticket

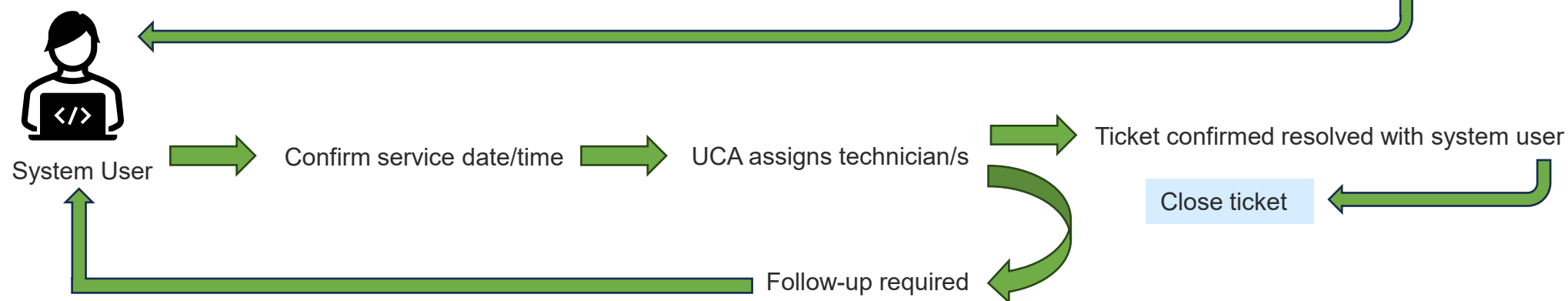**CONTACT NON-URGENT SUPPORT**

Report Radio/Coverage Issue

Request General Support

Basic Workflow

Contact Non-urgent Support

Report Radio/Coverage Issues

Contact Information

Response times may take up to 3 business days.

For urgent matters, please call 801-840-4216

1 Contact Info
2 Issue Details
3 Technical Info
4 Submit

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Reporting Agency *

→ Next Step

Report Radio/Coverage Issues

Issue Details

Issue Details

Subject *

Please describe the issue *

Provide as much detail as possible

Date of Incident *

MM/DD/YYYY

Enter date as MM/DD/YYYY (e.g., 06/10/2025)

Time of Incident *

--:-- --

Select the time (will be converted to 12-hour format)

Talk Group *

Were you inside a building when this occurred? *

Location (Decimal Degrees)

e.g. 40.7608° N, 111.8910° W

Street Address / Mile Marker *

← Previous

→ Next Step

Report Radio/Coverage Issues

Technical Information

Technical Information

Site That the Radio Was Attached To

❓ How to find signal strength & site number

Received Signal Strength Indicator (RSSI)

Received Signal (dBm)

Radio Brand *

Radio Model *

Radio Serial Number

Radio ID / Alias *

❓ How to find radio ID/alias

Firmware Version

❓ How to find firmware version

Did the radio work at this location on the legacy system? *

← Previous

→ Next Step

Report Radio/Coverage Issue
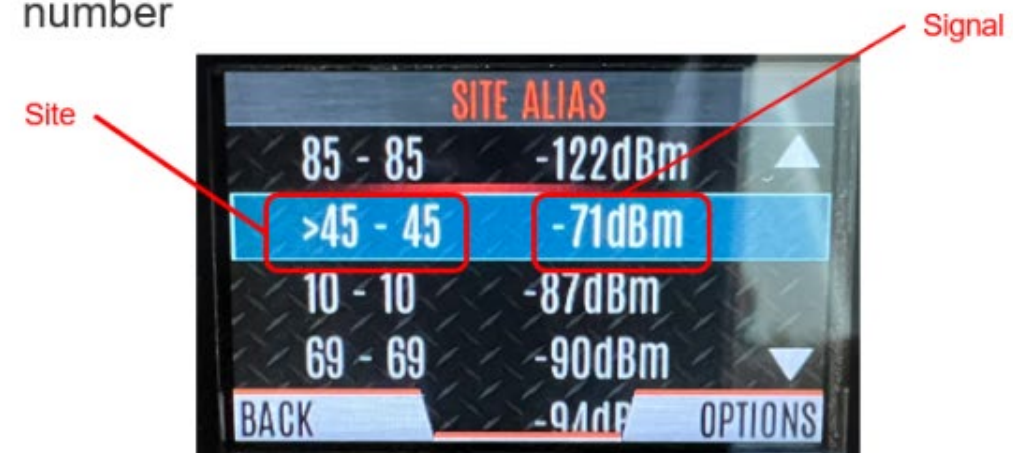
Signal Strength and Site Number

Motorola Portable

Press up Button

Site Number and Signal Strength (RSSI) will appear temporarily

L3H Portable

1. Press the center menu button
2. Arrow Right to once to "S" Icon
3. Arrow down to "site alias", press center button
4. The site shown with the > symbol is the site your radio is attached to. The site number is formatted xx-xx
5. The signal level will be to the right of the site number

Report Radio/Coverage Issues

Technical Information

Technical Information

Site That the Radio Was Attached To

❓ How to find signal strength & site number

Received Signal Strength Indicator (RSSI)

Received Signal (dBm)

Radio Brand *

Radio Model *

Radio Serial Number

Radio ID / Alias *

❓ How to find radio ID/alias

Firmware Version

❓ How to find firmware version

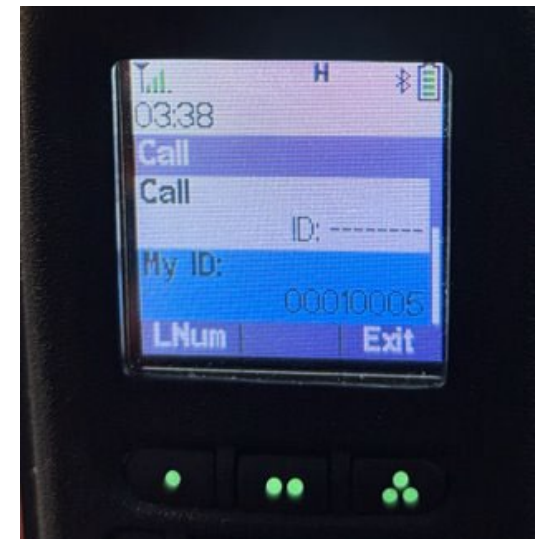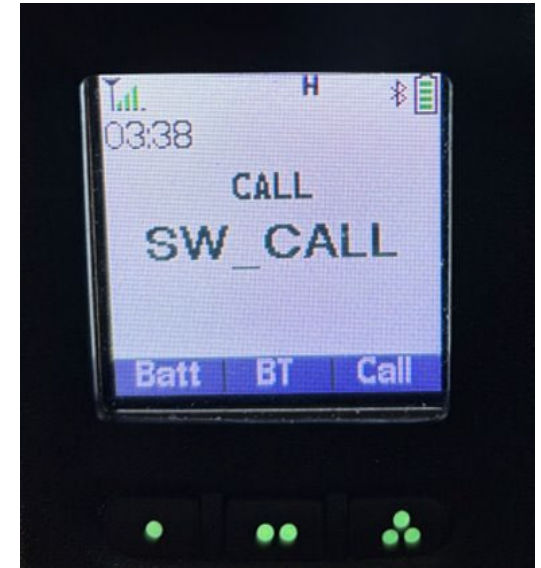Did the radio work at this location on the legacy system? *

← Previous

→ Next Step

Report Radio/Coverage Issues

Finding Radio ID

Applies to XTS/XTL and APX Portables and Mobiles:

1. Use the CALL function in the soft menus.

2. When the LIST screen appears, press the UP arrow until you see MY ID:

3. The ID number will be at least 8-digits in length

4. Record the ID number.

Report Radio/Coverage Issue

Finding radio firmware version

Motorola Portable		L3H Portable	
1. Power on radio 2. Within 3 seconds of powering the radio on, press the <u>two dot</u> button under the <u>ptt</u> button on the right side of the radio 5 times within the first 10 seconds of powering the radio on. 3. Record the "Host Version" number, this is the firmware version	 Host Version R30.02.00	1. Power on radio 2. Press the center <u>key pad</u> button 3. Arrow Right to Cog Icon 4. Arrow down to maintenance, press center keypad button 5. Arrow down to Radio Info, press center button 6. Record the number next to "Software:", this is the firmware version	Menu/Select Button
Motorola Mobile		L3H Mobile	
1. Power on radio 2. Within 3 seconds of powering the radio on, press the home button on the radio 5 times within the first 10 seconds of powering the radio on. 3. Record the "Host Version" number, this is the firmware version	 Host Version R30.02.00	1. Power on radio 2. Press the center menu button 3. Arrow Right to Cog Icon 4. Arrow down to maintenance, press center button 5. Arrow down to Radio Info, press center button 6. Record the number next to "Software:", this is the firmware version	

Report Radio/Coverage Issues

Review and Submit

Review and Submit

Attach a File (Optional)

Drop files here or click to browse

Maximum file size: 10MB

🛡 **Verification**

I'm not a robot

reCAPTCHA
Privacy - Terms

← Previous

✈ Submit Report

Request General Support

Contact Information

Response times may take up to 3 business days.

For urgent matters, please call 801-840-4216

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Reporting Agency *

→ Next Step

Request General Support

Attachments

Attachments

Attach a File (Optional)

Drop files here or click to browse

Maximum file size: 10MB

I'm not a robot

reCAPTCHA
Privacy - Terms

Submit Request

Submit Ticket

If you receive "Request Submitted Successfully" message, please allow up to 3 business days for a response. You will receive an email with your case number.

If you receive an error after submitting your ticket, this indicates the ticket was **not** received because the required information was **not** completed. You will need to resubmit a ticket with all required fields.

Request Submitted Successfully!

We'll get back to you within 3 business days.

ORACLE
NetSuite

Error

An unexpected error has occurred. Please go back and try again.

Go Back

Ticket Queue

Response times may take up to 3 business days. For urgent matters, please call 801-840-4216

EDIT | VIEW	NUMBER	GRAB	SUBJECT	PRIORITY	STATUS	TYPE	ORIGIN	AWAITING SUPPORT REPLY ▲	INCIDENT DATE
Edit | View	1949	Grab	Testing for Submission	Medium	Not Started		Radio/Coverage Issues	No	9/9/2025 9:41 am
Edit | View	1950	Grab	Radio Problem	Medium	Not Started		Radio/Coverage Issues	No	9/9/2025 9:53 am
Edit | View	1951	Grab	RADIO PROBLEM	Medium	Not Started		Radio/Coverage Issues	No	9/9/2025 9:57 am
Edit | View	1952	Grab	Abajo Channels 5 & 6	Medium	Not Started		Request Non-Emergency Support	No	9/9/2025 10:07 am

Your case will enter a queue and be assigned to the appropriate UCA division. The manager of that division will contact you to schedule an appointment for resolution.

Oracle NetSuite
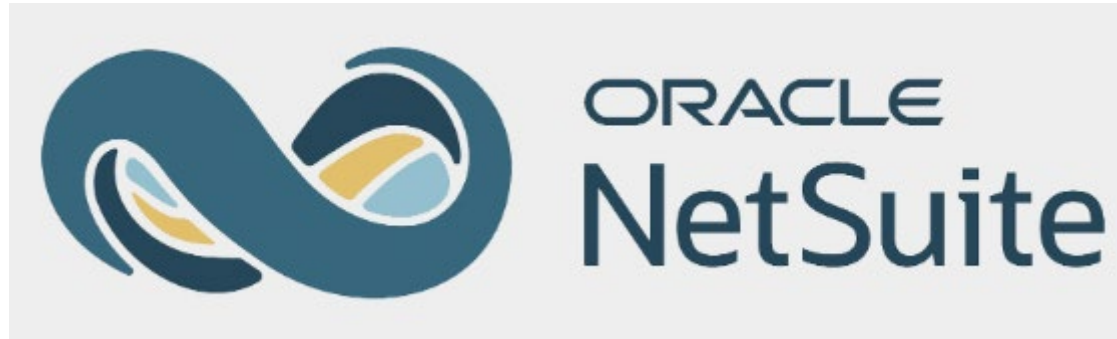
Enterprise Resource Planning (ERP) system that integrates financial management, warehouse management, inventory management, supply chain management, and **professional services automation**.

Professional Services Automation
- Project/Case Management
- Job Costing
- Resource Allocation
- Project Billing
- Project Reporting

Oracle NetSuite

Case 🔍

1797 Breakfix/Repair 1797 SITE - SUMMIT RED HILLS SITE - SUMMIT RED HILLS : Non Billable / Fixed Price 70809 SITE - SUMMIT RED HILLS

Edit | Back | Enable Spam Lock | Service Report | 🖨 | ⤵ | Actions

∨ Primary Information

SUBSIDIARY	CUSTOMER	CONTACT
Utah Communication Authority	SITE - SUMMIT RED HILLS	
NUMBER	PROJECT	EMAIL(S)
1797	SITE - SUMMIT RED HILLS : Non Billable / Fixed Price 70809 SITE - SUMMIT RED HILLS	kmartinez@uca911.org
NAME	ASSET	PHONE
Breakfix/Repair 1797 SITE - SUMMIT RED HILLS	SITE - SUMMIT RED HILLS	
PRIORITY	CASE ASSETS	ASSIGNED
Medium		Martinez, Kierstin L
STATUS	DETAILS	DATE LAST REOPENED
Closed	The communication between the RAC 70 and the ODU is down. I tried to reboot the RAC card, but that failed. Need to have repaired.	
CASE TYPE	RAC 70 EXR-700-001 revision 4	
Breakfix/Repair	ODU ECH-L6-0252-012 Revision 1	

Oracle NetSuite

Field Service Scheduling Board
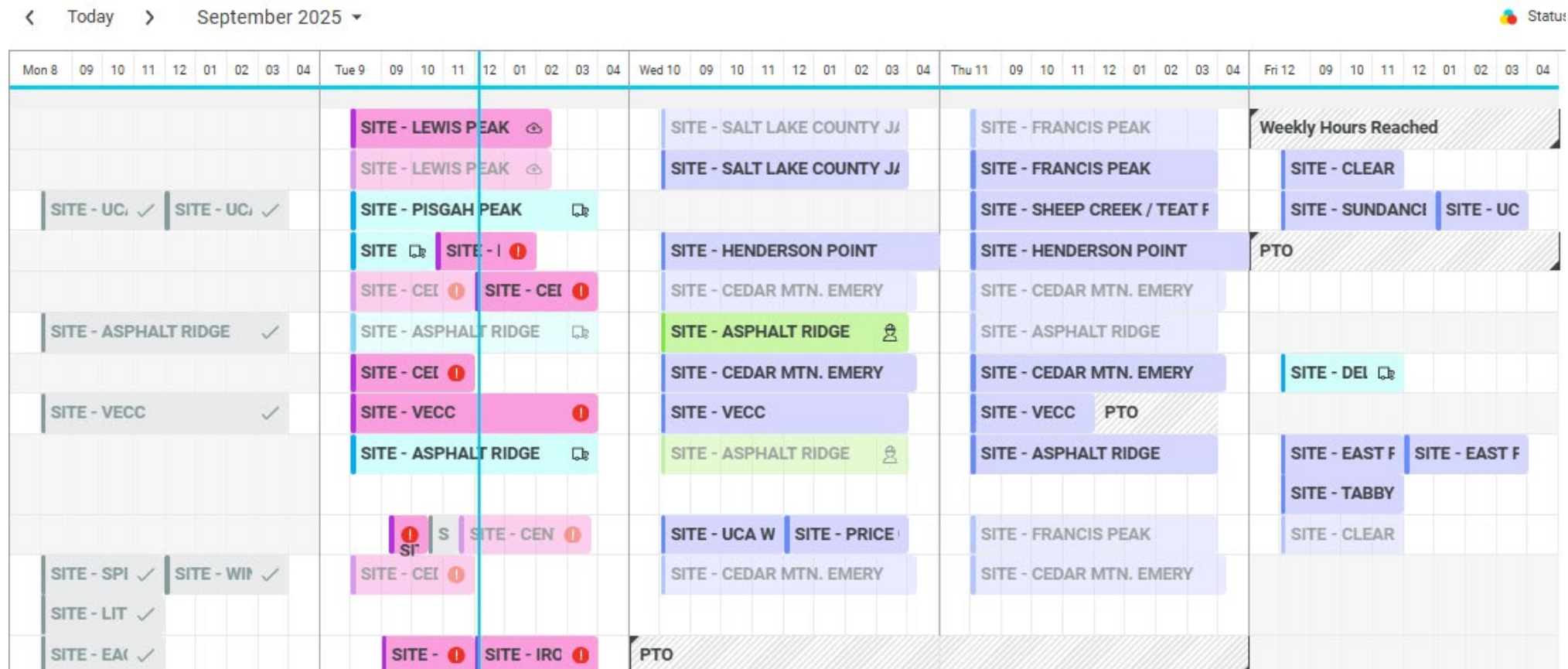
Network Operating Center Technician

- Monitoring network alarms

- Monitoring environmental alarms

- Sending out outage notices

- Providing technical end-user support

- Performing troubleshooting and resolving network issues

- Running diagnostic tests on communication between computers, routers, modems, and servers

- Assigning ticket submissions to appropriate team

Future NOC Center

- Infrastructure
  - New building space
  - Video wall, workstations, backup power
  - Secure access

- Personnel 24/7
  - **Level 1** – system monitoring, trouble ticketing, basic troubleshooting, escalation
  - **Level 2** – network devices and system configurations troubleshooting, in-depth analysis of escalated tickets, implementation of workarounds or temporary fixes
  - **Level 3** – root causes analysis, permanent solutions for recurring problems, implement hardware and software updates for bug fixes or design changes