



OPERATIONAL CIRCULAR 06/2018

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DFES VODAFONE PAGER UPDATE

On 19 December 2017, DFES introduced a two-way messaging system for SMS from the Communications Centre (ComCen) and State Operations Centre (SOC). [Operational Circular 113/2017 – New SMS Turnouts and Notifications](#) refers. This has significantly improved the previous one-way only messaging capability.

State Operations will be undertaking further change management with end users in the near future through the development of an SAP for its use. Regional video conferencing and DFES social media will be used to communicate this work.

The new SMS system has 'High Availability' in terms of system reliability and redundancy which has identified SMS as a suitable communications medium to replace the insecure DFES paging services.

State Operations is currently working with DFES ICT and communications experts to identify a suitable communications redundancy to replace the paging service should SMS be compromised. The DFES paging service will remain in service to ensure DFES maintains a redundancy capability whilst the investigation process is undertaken.

Reports have been received that some BGU personnel are not carrying or using their pagers, but instead relying on mobile phones.

Until further notice, it is important for operational personnel to maintain their pager capability. This measure ensures a redundancy is maintained should a major telecommunications network outage occur.

The earlier DFES paging service decommissioning date of 20 February 2018 has been deferred until further notice.

Local Government paging service through Vodafone remains operational and unaffected.

For further information please contact Superintendent Operational Communications Syd Bignell via email syd.bignell@dfes.wa.gov.au or call 9395 9676.

PAUL RYAN

ASSISTANT COMMISSIONER HAZARD PLANNING AND RESPONSE

Target Audience: All operational personnel who utilise a DFES pager.				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
OC-06-18	Issue Date:	Removal Date:	Contact:	State Operations
Page 1 of 1	Feb 2018	Feb 2019	syd.bignell@dfes.wa.gov.au	Capability Command