Iowa Statewide Interoperable Communications System (ISICS)
Standards, Protocols, Procedures

ISICS Standard:	Standard #:	2.4.0
Operational Management	Date Adopted:	02/08/2018
	Date Reviewed:	
	Version:	

1. Purpose or Objective

The purpose of this standard is to define agency roles in the operational management of the ISICS platform.

2. Technical Background

- **Capabilities**

  Subsystem owner applies to level 3 and 4 Iowa Statewide Interoperable Communications System (ISICS) user.

- **Constraints**

  N/A

3. Operational Context

Each subsystem owner and/or interconnected dispatch system owner will formally designate a Subsystem Administrator. This Administrator will have the authority to represent their respective agency/agencies' interests and make decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. The Statewide System Administrator will represent the state-owned portion of the system. Each Subsystem Administrator shall designate a backup, who will have the authority to represent their respective Subsystem in the absence of the primary System Administrator.

An urgent or emergency situation would be where immediate decision authority is needed to allow the system as a whole, or any of the subsystem components, to continue

supporting normal wide-area communications services. It is recognized that each System Administrator may have to obtain authorizations from higher levels of their own organization to make longer-term or non-emergency capital or repair expenditure decisions.

Each Subsystem Administrator will be responsible for the day-to-day management, operation, and oversight of the subsystem components within their portion of the system. While specific duties will not be detailed in this document, the general duties will include:

- Monitoring the subsystem and its components for normal operations.
- Participating in the diagnosis of subsystem performance problems and the development of corrective action recommendations.
- Dispatching appropriate repair services in the event of a malfunction in subsystem equipment.
- Managing the database elements, including subscriber ID's, talkgroup ID's, console ID's, and the various parameters that relate to their effective operation.

Due to the complexity and distributed administration and maintenance of the system, problems can appear when changes are made to hardware or software. In order to keep all representatives informed of any updates, notifications will need to be sent to all primary and alternate Subsystem Administrator representatives in the event of any of the following:

- Any planned maintenance work being done on the regional or subsystem systems that would affect the system performance for other representatives should be preceded with reasonable notification of the maintenance work being done.
- Any equipment malfunctions, software malfunctions, early symptoms of malware/virus/intrusions or other failures that would affect system performance for other representatives of the subsystems or regional system.
- Any configuration changes in equipment or software by any one of the representatives that may affect system performance for the other representatives.

In addition to the responsibilities as a Subsystem Administrator, the ISICS System Administrator will also be responsible for:

- System Administrator meetings, periodically, to review operations of the system and share ideas or issues with their respective subsystems that may be of interest to the other System Administrators.
- Being available to work with any other System Administrators or technical staff of any of the subsystems to diagnose and resolve system operational problems that involve parameter changes, maintenance, or repair of equipment.
- Being the identified point of contact with "contracted vendor(s)" for issues related to the network equipment.
- Providing timely information to other System Administrators about system equipment repair or maintenance issues.

- Monitoring the performance of the entire network for normal operations, particularly the performance of the equipment.
- Monitoring the configuration of the system database for normal operations, particularly the properties of the equipment and database objects, in addition to conducting periodic database backups

4. Recommended Protocol / Standard

This is an ongoing process for the management of the system.

5. Recommended Procedure

If specific procedures for performing these functions are not defined in other State Standards, they are at the discretion of the Operations Committee with User Group Committee (UGC) input/feedback.

The noted designees in this document will be queried annually or if there is a change.

6. Management

The ISICS System Administrator or their designee is responsible for the operational management of the system.