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

ISICS Standard:	**Standard #:**	2.10.0
Minimum Training Requirements for Technical Staff	Date Adopted:	05/10/2018
	Date Reviewed:	8/13/2026
	Version:	2.0

1. Purpose or Objective

The purpose of this standard is to establish the minimum training standards and qualification requirements for system technical staff (both in-house and contracted) to ensure system functionality and integrity is maintained by requiring system configuration, maintenance and repair functions for infrastructure and terminal or subscriber equipment be performed by qualified personnel.

System technical staff is personnel working under the authority of the System Administrator or Subsystem Administrator.

This standard has sections for infrastructure and for terminal or subscriber equipment.

2. Technical Background

- **Capabilities**

  This standard protects the integrity of the system by ensuring training and background requirements of all personnel working on the system and by describing the authorized activities of a contract service provider who is to provide maintenance and programming services.

- **Constraints**

  Some sensitive and non-public security system information will be available to vendors and people operating outside of the ISICS platform. Standards and agreements are necessary to ensure the appropriateness of the vendor's activities and protect the integrity

of the system. Programming information falls under non-public, confidential records according to Iowa Code 22.7(50).

3. Operational Context

System functionality and integrity must be maintained by ensuring that only qualified personnel perform system configuration, maintenance, and repair functions to both infrastructure and terminal or subscriber equipment. Technicians assigned to work on system and/or local subsystem equipment shall successfully complete appropriate training on all equipment they are assigned to work on. This training will be completed prior to working on the equipment.

4. Recommended Protocol/Standard

Minimum training requirements for technical staff providing configuration, maintenance, and repair of system infrastructure

Appropriate training shall, at a minimum, include formal factory training, either at the factory or in the field, conducted by a qualified instructor. If factory training does not exist for a component of the system, the technician shall be familiar with the technical documentation and have experience with the type of equipment being worked on.

Non-trained personnel shall perform no maintenance or repair work, unless this work is performed under the direct supervision of trained personnel.

Minimum training requirements for technical staff assigned to maintenance and programming of terminal and subscriber equipment

Agencies may need to contract with one or more service providers for system maintenance and programming. Maintenance and programming at the sub-system level is at agency's expense. The choice of service provider is at the discretion of the user agency, but the contract service provider must enter into an agreement with the user agency. The user agency must ensure the requirements of this standard are met prior to and are responsible for execution of the service. In addition to training requirements for user agency in-house technical staff, any technical staff from contracted service providers shall also meet the minimum appropriate training requirements for the equipment they are assigned to work on.

- A service shop must prove it is a qualified service center eligible to conduct business in the State of Iowa.
- A service shop must provide an insurance certificate and may, prior to commencement of work, be asked to purchase a security bond by the user agency.
- When a user agency contracts with a contract service provider for the purpose of providing maintenance, repair, programming, and related service on electronic infrastructure to include dispatch consoles and/or radio subscriber equipment, the service provider must obtain and pay for all permits, licenses, and approvals necessary for programming and maintenance to fulfill the provisions.
- Due to the sensitive and non-public nature of the programming information, the contract service provider must provide written assurance to the System

Administrator and if necessary Sub-system Administrator that it is authorized and has all necessary permits and licenses to conduct business in the State of Iowa. Unless specifically authorized by the System Administrator and user, in writing and on an individual radio-by-radio basis, the contract service provider may not directly or indirectly permit any unauthorized third party to view, read, print, extract, copy, transmit, archive, edit, create, clone, transfer, release, tamper with, reverse engineer, or otherwise compromise key file, or any infrastructure configuration database file for any radio, console, or other infrastructure element on the system.

- The contract service shop must provide references as requested by user agencies. The System Administrator and/or the user agency may request to view the resume of any staff member of the contract service provider or to conduct background checks.
- The contracted technician must submit to a background check.
- The contract service provider shall maintain all training certifications for its personnel and provide copies of these certifications to System Administrators when requested.

System Owners' Internal Technical Staff.

- The contracting agency is responsible for ensuring the background check has occurred.
- Contracting agencies shall use the contract service provider's technical staff in their certified areas of competency, as proven by vendor certification.
- Contracting agencies may contract for services only for equipment they have jurisdiction over.
- Contracting agencies shall notify the appropriate Sub-System Administrator of any contract for services. Technical Staff Requirements (Internal or External):
- The technical staff that is assigned to work on system and/or subsystem equipment shall successfully complete appropriate training on all equipment they are assigned to work on. This training will be completed prior to working on the equipment.
- The technician must have or possess satisfactory knowledge and experience in either the equipment being maintained or radio programming.
- Personnel who are not trained shall not perform configuration, maintenance, or repair work unless this work is performed under the direct supervision of trained and approved personnel.
- Technical staff shall stay up to date on current training and notify other sub-system administrators and the system administrator of any problems encountered and any resolutions.
- Technicians shall be familiar with applicable ISICS Standards.
- System and subsystem technical staff shall be familiar with site access procedures, equipment outage, and maintenance notification requirements of the ISICS Standards.
- Technical staff connecting to the radio network shall make reasonable efforts to maintain a clean computer that is free of malware and only used for work purposes. Technical staff shall follow all standards and best practices regarding security. Before they connect to the network, they shall work with the appropriate System

Administrator to ensure they have the latest anti-malware protection on their computers, and the computers are free of malware. Non-trained personnel shall perform no maintenance or repair work, unless this work is performed under the direct supervision of trained personnel.

- System and local system technical staff shall be familiar with the site access procedures, equipment outage, and maintenance notification requirements of the ISICS standards, policies, and procedures.

5. Recommended Procedure

This standard does not contain specific training procedures; however, in addition to the requirements listed in Section 4, it is highly recommended that technical staff read and familiarize themselves with all ISICS standards, policies, and procedure documents as part of their training.

It is also recommended that technical staff view applicable ISICS training modules. These courses, created on behalf of the ISICSB and reviewed and approved by subject matter experts, are hosted through the ISICSB online website.

While web-based training is supplemental, except for the minimum training requirements, all technical staff must attend formal training for the ISICS system.

Agencies requiring contract services must enter into an agreement with the contractor providing service. The agreement will specify enforcement provision, including consequences of misuse and the release of non-public system security information consistent with Iowa Code 22.7(50).

6. Management

The Statewide System Administrator, the appropriate Subsystem Administrators, and the contracting agencies are responsible for managing and maintaining the agreement process.

The Statewide System Administrator will:

• Facilitate the development of and maintain the current version of the best practices for the internal and external technical staff.

• Maintain a list of the overview/best practices trainers for the internal and external technical staff

Local System Administrators are responsible for ensuring that:

- Minimum training requirements are met.
- Only qualified personnel perform system maintenance functions.
- System technicians are familiar with all applicable sections of the statewide system standards manual.
- A list of technical training completed by technical staff is maintained.

Contracting Agencies shall:

- Ensure that these system standards are adhered to when using contract services.
- Ensure that only qualified personnel perform system maintenance work.
- Notify the appropriate Sub-System Administrator when contracting for service.