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

ISICS Standard:	Standard #:	2.10.0
Training Technical Staff	Date Adopted:	05/10/2018
	Date Reviewed:	
	Version:	

1. Purpose or Objective

The purpose of this standard is to establish the minimum training standards for system technical staff to ensure system functionality and integrity is maintained by requiring system maintenance functions be performed by qualified personnel.

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

2. Technical Background

- **Capabilities**

  N/A

- **Constraints**

  N/A

3. Operational Context

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

4. Recommended Protocol/Standard

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. 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.

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.

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 State Standard manual.

Subsystem Administrators shall maintain a list of technical training completed by technical staff.

This standard is intended for infrastructure only; this does not apply to the training required for terminal or subscriber equipment.

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 Iowa Communications Best Practice Guides as part of their training. The Best Practice Guides can be found under the ISICS section on the ISICSB website.

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 online website. They can be accessed from XXXX.

A user name and password will be needed for these training modules, and instructions for obtaining these are posted on ISICSB's website under ISICS Standards. While web-based training is supplemental, except for the Minimum Training requirements, all users must attend formal training for the ISICS system. A user name and password will be needed for these training modules, and instructions for obtaining these are posted on ISICSB's website under ISICS Standards. While web-based training is supplemental, except for the Minimum Training requirements, all users must attend formal training for the ISICS system.

6. Management

Local System Administrators are responsible to ensure 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.