



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

ISICS Standard: Training ISICS End Users	Standard #:	2.11.0
	Date Adopted:	5/10/2018
	Date Reviewed:	5/9/2024
	Version:	2.0

1. Purpose or Objective

The purpose of this Standard is to establish initial training requirements for anyone using the ISICS system or any type of radio equipment that allows for ISICS interoperable communications (i.e., control stations). This Standard will also establish the requirements for continued refresher training for ISICS users, which will provide for the most effective, efficient, safe, and reliable shared statewide public safety communications system.

2. Technical Background

• **Capabilities**

"Just-In-Time Training" (JITT) is a dynamic approach to training that emphasizes delivering relevant knowledge and skills precisely when they are needed. Unlike traditional training methods that occur in advance of a task or situation, JITT provides information as it becomes necessary for an individual to perform a specific job or function.

• **Constraints**

N/A

3. Operational Context

System functionality and integrity will be achieved only by ensuring that trained, competent personnel operate all the end user components that make up ISICS.

4. Recommended Protocol/Standard

Each agency operating ISICS in any capacity is responsible to train their personnel and remain compliant with state, regional, and local operating standards.

Each agency is responsible to communicate policy changes as they occur to their end users.

The Incident Commander or their designee will be responsible for providing JITT appropriate for the role of each user. JITT would be conducted at the scene of an incident or event; i.e., distributing radios to a volunteer or non-ISICS user, and is not considered acceptable training for any other user level.

Training for new employees should be discipline specific and should include ongoing refreshers as updates and new standards are issued.

All employees operating on ISICS should receive training on the following topics:

- ISICS Standards
- ISICS Policy
- Radio Basics
- History of ISICS
- Interoperability Basics - How to Communicate Outside of Your Agency
- StatusBoard

Curriculum created on behalf of the Iowa Statewide Interoperable Communications System Board (ISICSB) is reviewed and approved by subject matter experts, is hosted through the online portal and can be accessed from the ISICS website. The courses are recommended training for all users of ISICS and include curriculum based on the topics listed above.

5. Recommended Procedure

Organizations are encouraged to implement the ISICS curriculum within their in-house new-employee training programs.

Minimum recommended training competencies for ISICS users who are daily or occasional users in the State of Iowa includes basic ISICS operations, functionality and features, emergency procedures, system maintenance and care, safety protocols, and other components of the ISICS platform. The level of detail of each topic should be tailored to the audience.

It is recommended that each agency maintain adequate and complete records documenting training with the following information:

- End user roster
- Training syllabus
- Online certifications

ISICS refresher training is recommended annually.

6. Management

Each agency authorized to operate on ISICS is responsible for the training of their personnel and for remaining compliant to state, regional, and local technical and operational standards.

Each agency is responsible for the maintenance of complete and accurate training documentation.