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

ISICS Standard:	Standard #:	2.15.0
Change Management	Date Adopted:	02/14/2019
	Date Reviewed:	
	Version:	

1. Purpose or Objective

This standard sets forth the process for considering operational and technical changes to the ISICS Platform. This process should ensure that change requests are managed, vetted, timed to correspond with budgets, and efficiently implemented.

2. Technical Background

- **Capabilities**

  This standard relates to future changes to the ISICS Platform, but in and of itself, is not a technical standard.

- **Constraints**

  The ISICS Platform is governed by the ISICSB and is defined as:

  - A public safety radio communication system that consists of a shared, trunked, communication, and interoperability infrastructure network, including, but notlimited to, radio towers and associated structures and equipment, the elements of which are identified in a statewide radio communication plan.

3. Operational Context

The Iowa Statewide Interoperable Communications System Board (ISICSB) is responsible for:

- Ensuring that ISICS maximizes interoperability
- Establishing and enforcing performance and technical standards for ISICS

- Establishing and enforcing priorities or protocols that facilitate uniformity

The ISICSB adopts ISICS Standards, Protocols, and Procedures to achieve these goals. Changes to the ISICS Platform are sometimes necessary and those changes must receive due consideration for economic impacts, operational impacts, and other issues that may compromise the integrity and use of the system.

4. Recommended Protocol/Standard

Changes that have one or more of the following effects on the ISICS Platform or impact more than one emergency communication region are subject to the procedures prescribed in this Standard:

- Changes affecting the majority of users
- Changes that cause an outage or a situation in which a site goes into site trunking
- Changes mandating the placement of resources in communications equipment
- Changes requiring updated user training
- Changes requiring reprogramming of console and/or subscriber equipment
- Changes resulting in costs beyond routine maintenance costs

5. Recommended Procedure

Individuals or entities presenting an urgent change to the system should present it to the Statewide System Administrator and ISICSB Chair. Appropriate prioritization and action will then be taken and communicated to the individuals or entities.

Individuals or entities with a change suggestion that they believe may be subject to this standard should submit their suggestion in writing to the Statewide System Administrator who will then assign it to the appropriate committee(s) of the ISICSB.

After receiving a request to change the ISICS Platform, the Statewide System Administrator will determine if the request is subject to this standard. If the Operations or Technology Committees determines that the suggestion is subject to the terms of this standard, the Operations or Technology Committees will ask the requestor to bring their request to specific entities for feedback and/or formal approval. Any review shall scrutinize the change proposal by identifying pitfalls, considering variables, and identifying alternatives. The Statewide System Administrator in coordination with the appropriate ISICSB Committee(s) may establish a workgroup to facilitate this process before making a final recommendation to the ISICSB.

The requestor may consult the System Administrator for technical review prior to submission.

The Statewide System Administrator may consider and grant provisional authority for non-urgent submissions, subject to ISICSB approval, for portions or the entire change request to be enacted. Temporary authority will allow for prompt implementation and may provide data about the proposal to assist with a permanent decision.

The requesting entity will consult each of the entities identified by the Statewide System Administrator about their change request and follow through with those entities as

directed. The requesting entity may modify their original request based on new information or suggestions received. The requesting entity should provide a status update to the Statewide System Administrator or assigned ISICSB Committee Chair within six months and every three months afterward. It is recommended that suggested changes that affect other subsystems are vetted at the local level before submission.

Upon return of the request to the Statewide System Administrator or assigned ISICSB Committees, the requesting entity should provide a report detailing their follow up. Modifications to the original request may be offered. Supporting materials such as meeting minutes or letters of approval should be submitted at this time. Relevant parties should be present for testimony. The Statewide System Administrator or assigned ISICSB Committees may then commence deliberations about the request, resulting in a recommendation to the ISICSB for final review and consideration.

Requesting entities may appeal decisions by the means provided in Standard 7.3.0, The Appeal Process.

Change requests approved by the ISICSB will be jointly managed by the Statewide System Administrator. Generally, the Statewide System Administrator will manage technical items and Operations Committee in coordination with the Standards Working Group will manage operational items.

The Statewide System Administrator or designee will be responsible for tracking requests subject to this standard.

The following points related to timing should be followed during the implementation of this standard:

- Change suggestions may be submitted to the Statewide System Administrator at any time and this standard may be applied at any time.
- The process established in this standard should be expected to take at least six months for non-urgent requests, so change suggestions subject to this standard should be submitted at least six months prior to consideration.
- Approved changes involving reprogramming of consoles or user equipment may be held up to two years so that multiple changes may be consolidated into one reprogramming and to allow for funding of the proposed changes.
- The monthly System Administrator report to the ISICSB will include a timeline detailing the approval and implementation of changes subject to this standard.

A timeline should be followed to ensure adequate timing to prepare and request funding.

When the requirements of this standard cannot be met by an entity, the entity must apply for a waiver/variance, and that waiver/variance must be considered by Statewide System Administrator and ISICSB.

6. Management

The ISICSB, along with administrative support from System Administrator, is responsible for supervising and managing this process.