



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

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| Standard Name: | StatusBoard | | Date Created: | 02/10/2020 | |
| Standard Policy # | 1.17.0 | Section Title: | Interoperability Standards | Status | Approved |
| Approval Authority: | ISICSB | | Adopted: | 06/11/2020 | Reviewed: 05/26/2020 |

1. Purpose or Objective

The purpose of this standard is to establish guidelines for the StatusBoard application.

2. Technical Background

Capabilities

The StatusBoard Application, maintained by the Iowa Statewide Interoperable Communications System Board (ISICSB) and the Iowa Department of Public Safety (DPS), is a statewide, web-based tool for dispatchers accessible through the Internet. It is intended to help coordinate use of interoperable communications resources (e.g., talkgroups or channels) that are available for urgent, emergent, or preplanned events.

Constraints

StatusBoard must be accessed via the Internet with a username and password.

3. Operational Context

The StatusBoard Application is to be used for all pre-planned, planned, or emergent events and/or exercises that utilize interoperability resources on the Iowa Statewide Interoperable Communications System (ISICS) and conventional interoperability channels. It is a tool to advise all dispatch centers and COMU personnel with Internet access which interoperability resources may be available at any given time.

There are two kinds of reservations on StatusBoard:

StatusBoard
State Standard 1.17.0
ISICSB Approval: 06/11/2020

Quick Schedule: A reservation made by pressing the “Quick Schedule” button in the StatusBoard application. This reservation will last for a set period of time that is determined in the global application settings. The current time period is one hour. If an event goes beyond one hour, dispatchers need to re-reserve the resource or modify the end time via the Calendar Schedule.

Calendar Schedule: A reservation made in advance by pressing the “Calendar Schedule” button and entering an event time into the StatusBoard calendar.

A talkgroup can be assigned to only one reservation during any given time period. For example, if a Quick Schedule is made which overlaps an existing Quick Schedule *or* an existing calendar reservation, then the oldest reservation will be deleted and the new reservation will take precedence. Users of StatusBoard are able to override other users’ reservations according to the SOPs that assign priority for those resources. When a reservation is overridden, the person who scheduled the initial reservation will receive a “bump” email, letting them know their reservation is no longer on that resource. All care should be taken to avoid bumping a current or previous reservation unless absolutely necessary.

Before anyone is bumped off of an interoperable resource, proper coordination must take place among the agency that wants to acquire the previously reserved resource, any necessary supervisors, communications managers and/or COMLs involved with the previous reservation.

Proper coordination among agencies must be done for an event that is going to span multiple operational periods and/or geographic areas, such as RAGBRAI, to ensure that communications plans align with each other.

It is recommended to do a manual refresh before any resource reservation is made, either via Quick Schedule or Calendar Schedule. This will help ensure that the most current information is displayed.

There are two kinds of user accounts on StatusBoard:

Users: End-users, such as dispatchers or field users.

Administrators: Staff who are able to create resources, profiles, and user accounts.

User accounts may be set with a “read” or a “write” status, enabling agencies to assign the appropriate level of access to a user account. “Read” accounts cannot reserve resources and can only view current resource status. “Write” accounts may reserve resources and enter notes.

Access Levels:

Write access to StatusBoard is available **only** to the following categories of personnel:

- Dispatchers and Public Safety Communication Center (PSCC) personnel
- Incident command staff—e.g. Communications Unit Leaders (COMLs), Communications Technicians (COMTs), and Incident Tactical Dispatchers (INTDs)
- Agency supervisors
- Emergency Management
- Technical staff
- Local subsystem administrators

Write access is **not** intended to be available to field personnel, unless an individual falls into one of the categories above.

COMLs, COMTs and INTDs shall have access to all statewide and regional tabs on the StatusBoard when creating their profile.

Local Subsystem Administrators in coordination with the SWIC, assigned ISICSB and/or DPS personnel are responsible for determining whether each user account has “read” or “write” access for positions not listed above.

Read access may be available to other users and support staff given a specific operational need.

4. Recommended Protocol/ Standard

Required resources for all StatusBoard user accounts:

All user accounts are required to have access to the geographically appropriate regional and statewide interoperable talkgroup tabs in addition to other conventional interoperable resources as needed.

User accounts policy:

ISICSB maintains the “super” administrator account.

The SWIC and Deputy SWIC in coordination with the ISICSB administrative assistant shall maintain the user accounts and, if necessary, designate a Regional StatusBoard Administrator and keep that Administrator’s contact information up-to-date with the ISICSB at least annually.

A Regional StatusBoard Administrator will be responsible for regional consensus on problem reporting and feature requirements or enhancements. Any requested modifications or changes to regional or statewide interoperable resources need to be presented to the Operations Committee for approval. Any requested modifications to local interoperable resources should be coordinated with the local subsystem administrator(s) and SWIC or SWIC’s designee.

No language in this standard shall be construed to prohibit multiple agencies from sharing a single StatusBoard administrator; e.g., a single administrator is allowed to provide administrative support for neighboring counties or for an entire region.

Each user agency will submit requests to create user accounts and resources. Maintenance of user accounts and resources shall be done in coordination with the SWIC or SWIC's designee and Regional StatusBoard Administrator. ISICSB will maintain regional and statewide resources and administrator accounts.

Each agency using StatusBoard is required to designate at least one point of contact and to keep that person's contact information up-to-date with the ISICSB and designated StatusBoard Administrator by December 31 of every year. The agency point of contact shall notify their designated StatusBoard Administrator of any changes that have occurred with resources and/or users within 30 calendar days of that change.

Training:

All users shall be appropriately trained to use StatusBoard before being provided access.

Each user is required to complete the online training module for StatusBoard prior to getting an individual log on and password. Dispatcher position users should complete the online training module as part of their orientation.

Information Security Policy for StatusBoard:

Each user account will contain, at a minimum, the user's unique, individual email address. In the case of dispatch positions, an agency email address may be used.

5. Recommended Procedure

For EMERGENT INCIDENTS:

Any time an interoperable resource is used for an emergent event, a Quick Schedule must be made on StatusBoard. A user may request that another user make the Quick Schedule on their behalf.

As soon as it is practical to do so, it is recommended that the user enter a brief description of the event, and an estimated end time should be entered in the description field. A user may request that another user enter the description on their behalf.

When the interoperable resource is no longer required and as soon as it is practical to do so, the dispatcher should release the resource on StatusBoard.

For PRE-PLANNED INCIDENTS and EXERCISES:

Any time an interoperable resource is used for a pre-planned incident, a Calendar Schedule shall be made on StatusBoard at least one week in advance of the event, if it is practical to do so.

The user shall enter a brief description of the event, and an estimated end time should be entered in the description field.

When the interoperable resource is no longer required and as soon as it is practical to do so, the dispatcher or user should release the resource on StatusBoard.

During **UNPLANNED** outages:

If an agency experiences an unplanned outage or loss of connectivity to StatusBoard that cannot be rectified by closing and reopening the internet browser, they should contact two other agencies to verify whether those agencies are having the same problem with StatusBoard.

After verifying the outage, agencies shall report the outage to DPS State Radio. DPS State Radio will verify the report and send out notification to affected agencies. When StatusBoard has come back online, DPS State Radio shall notify affected agencies that the service is back up.

If no response has been received by the reporting agency within ten minutes, they shall then notify the ISICS Network Operations Center (NOC). The ISICS NOC shall notify affected agencies via ISICS-sys- notify mailing list of the outage.

When StatusBoard has come back online, the ISICS NOC shall notify affected agencies that the service is back up.

If an agency experiences any StatusBoard issues other than outages, they shall contact their local point of contact, who, in coordination with the SWIC or Regional Administrator, will attempt to determine the cause and correct the issue, if possible. If the issue cannot be corrected, all information will be sent to the DPS Technical Services Bureau for further investigation.

If an agency requires an interoperable resource during an outage, they shall monitor the resource for existing traffic. Contact may be made with DPS State Radio to verify an interoperable resource is available. An agency shall announce, consistent with [ISICS Standard 1.12.0](#), that it is securing control of the resource before commencing tactical communications on the resource.

The ISICS NOC is **not** required to monitor StatusBoard or take action to address any interruption in service. It is the responsibility of user agencies to report outages.

For **PLANNED** outages:

ISICSB shall notify affected agencies prior to a planned outage, preferably at least 48 hours in advance, or as soon as ISICSB is made aware there will be a planned outage. The notice shall provide date, time, and expected duration of the outage. When work is completed, ISICSB may provide notice that the service is back online.

6. Management

The dispatch center managers for all ISICS and non-ISICS participants shall ensure there is an internal procedure for use of StatusBoard in the dispatch center or on any mobile user's application for which they are responsible.

Local StatusBoard Points of Contact will be responsible to ensure that:

- Only qualified personnel are granted access to StatusBoard accounts as defined in Section 3 Operational Context – Access Levels.
- All users are properly trained on the use of StatusBoard.
- All users comply with the StatusBoard Standard.
- StatusBoard Points of Contact shall manage only their agency profile and user accounts unless otherwise designated for another agency.

Dispatch center supervisors may receive initial training from ISICSB and/or DPS on the use of StatusBoard in addition to the online module. Ongoing training shall be conducted internally by agencies and by ISICSB and/or DPS whenever necessary.

The SWIC, Deputy SWIC and StatusBoard Regional Administrators will bring forward identified issues and system enhancement recommendations to the Operations Committee.