



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

Standard Name:	<b>Training ISICS End Users</b>		Date Created:	<b>08-28-2017</b>	
Standard Policy #	<b>2.11.0</b>	Standard Title:	<b>Management of System</b>	Status	<b>Approved</b>
Approval Authority:	<b>ISICSB</b>		Adopted:	<b>05-10-2018</b>	Reviewed: <b>05-10-2018</b>

**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 System Users, which will provide for the most effective, efficient, safe and reliable shared statewide public safety communications system.

**2. Technical Background**

**Capabilities**

**Constraints**

**3. Operational Context**

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

**4. Recommended Protocol/ Standard**

Each agency operating on the ISICS System in any capacity is responsible to train their personnel and remain compliant with State, Regional, and Local Operating Standards.

To meet this objective, each agency is highly encouraged to develop a training curriculum that is tailored to the “participation level” of the agency, as defined in ISICS Standard 1.10.0, Requesting Participation and Participation Plan Changes.

For the purpose of this standard, there will be four tiers of users responsible for specific training listed in this section.

- Daily, primary user of the ISICS system
- Occasional user (interoperability)
- Just-in-time user (rare event)
- Entities with radios programmed with two or less talkgroups

NOTE: A failure to properly train in advance does not put an agency into the Just-in-time user category.

The Incident Commander or his/her designee will be responsible for providing “just-in-time” training appropriate for the role of each user. Just-in-time training 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.

It is highly recommended that training for each tier is discipline and role specific, providing for initial, new employee, and refresher/on-going training.

It is also highly recommended that each agency require new employees to complete the four courses listed below during their initial training.

If an organization creates their own training program, the modules listed below are encouraged but not required, as long as the curriculum contains their content.

- Radio 101
- History of ISICS
- Interoperability 101
- Interoperability - How to Communicate Outside of Your Agency

These courses, created on behalf of the Iowa Statewide Interoperable Communications System Board (ISICSB) and reviewed and approved by subject matter experts, are hosted through the online portal. They can be accessed from the ISICS website under ISICS Standards.

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 initially for the ISICS system.

The following topics will be the minimum required training competencies for ISICS users who are daily or occasional users in the state of Iowa, if applicable. The level of detail of each topic should be tailored to the audience. (NOTE: Just-in-time users only need to be trained on topics applicable to their duties and use duration. Emergency Department users only need to be trained on topics applicable to use of their one or two-talkgroup radios.)

Radio literacy:

- Antenna
- Battery and maintenance
- Accessories (used by agency)
- Digital radio/digital feedback
- Simplex/Duplex audio
- Radio affiliation
- Radio ID

Radio operation:

- Reading the display
- Signal Strength
- Out of range indicator
- Navigating the radio
- Channels
- Zones
- Button/switch configuration
- Push-to-talk
- Group Call/announcement
- Private Call
- Talk permit
- Site busy
- Talkgroup priority
- Talkgroup busy
- Encryption
- Emergency Button
- Dynamic regroup
- Scanning
- How to scan
- System limitations
- Scan program
- Scanning SOA's
- Impact of scanning statewide/regional interop talkgroups versus selecting talkgroups
- Scanning multiple bands

Procedure and Policy:

- Fleetmap/Talkgroups
- Interoperability talkgroups/resources
- Local/county/regional/state/national Talkgroups
- How and when to use
- Management of talkgroups
- Talkgroup priority levels
- Dispatcher's role in selection of talkgroups

- Dispatcher’s role in directing responders to talkgroups
- Site trunking
- How it impacts the user
- What the user should do
- Scene of Action/other conventional channels
- What they are
- How to use them
- When to use them
- Failsoft
- What it is
- Local procedures
- NIMS ICS Training
- Discipline-specific required training
- Using ISICS radios when “not on system”
- SOAs in state of IA
- 8TAC/8CALL in IA or other states

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

Each agency shall be responsible for maintaining adequate and complete records documenting compliance with the provisions of this standard. These records will include the following information:

- End user roster
- Training syllabus
- Online certification - optional

### **Refresher Training**

Each agency is required to provide refresher training for their end users. This training shall take place every two years, at a minimum, or any time there is a significant change to procedure or equipment being used. Refresher training shall be available online and shall ensure competency of all skills taught in initial training and should specifically include skills that are infrequently used, such as changing zones.

### **5. Recommended Procedure**

It is highly recommended that agencies follow the guidelines established in the discipline specific Best Practice Guides when developing their ISICS training curriculums or assessing training outlines submitted by contracted training vendors. Best Practice Guides can be found under the ISICS section on the ISICS website.

## **6. Management**

Each agency authorized to operate on the ISICS system at any tier listed above is responsible for the training of their personnel and remaining compliant to State, Regional, and local technical and operational standards.

Local system administrators or their direct employing authority shall bring reports of non-compliance to their Regional Interoperable Committee (RIC) or the ISICSB if they are unable to resolve the issue at the agency level.

If the non-compliant issue is not able to be resolved at the regional level, it shall be brought before the ISICSB Operations and Technical Committees.