



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

Standard Name:	Network Management		Date Created:	12-14-2017	
Standard Policy #	2.5.0	Standard Title:	Management of System	Status	Completed
Approval Authority:	ISICSB		Adopted:	02/08/2018	Reviewed: 02/08/2018

1. Purpose or Objective

The purpose of this standard is to define the responsibilities for Network Management. The network is composed of, but not limited to switches, routers, servers, local area networks at the equipment locations, and wide area links connecting sites together consisting of the microwave and fiber optic equipment, and the network management tools provided by the equipment manufacturer.

2. Technical Background

Capabilities

The system architecture is primarily constructed around an internet protocol (IP) based network.

The network is composed of industry standard equipment, which also provides flexibility and a large variety of management and diagnostic tools.

Motorola Solutions will provide equipment configuration information as part of the system documentation.

Constraints

The system network is complex, and unusual problems may be difficult to identify and resolve. The system documentation will have to be kept up-to-date to maintain its value in supporting the system network.

The system network is protected from other agency data networks, and shall remain so, to protect the security and functionality of the system. If there is a connection to another data network, it shall be through an appropriately designed and maintained firewall.

3. Operational Context

The components of the network shall be considered “owned” by one of the appropriate owners of the subsystem. The individual owners will then be responsible for the maintenance of the sites (per memorandum of agreement (MOA)) and equipment they own. Agreements between the owners and/or maintenance contractors are at each agency’s discretion, but the owner is still ultimately responsible for their portion of the subsystem.

The system is structured on the integrated network; any infrastructure hardware and software upgrades or changes that may impact the system network will need prior Iowa Statewide Interoperable Communications System Board (ISICSB) approval. The request submitted for approval by the Operations Committee with User Group Committee (UGC) input/feedback.

All maintenance work being scheduled that may affect the system and/or subsystem’s performance shall be preceded by reasonable and appropriate notification to the other System Administrators and Subsystem Administrators.

The equipment configurations of the network components will need to be documented. This is primarily for the purpose of maintenance but also affects future planning. Motorola Solutions will provide the original as-built documentation.

The other defined standards for maintenance, documentation, notification, changes, security, and training also pertain to the network portion of the system.

4. Recommended Protocol/ Standard

This will be an ongoing task in the operation and management of the system.

5. Recommended Procedure

The methods for performing detailed network operations are defined in the technical resource manuals and training for the system. The technical resource manuals are classified as “Security Information” and “General Non-Public Data”, pursuant to Iowa Code section 22.7(50) and Iowa Administrative Code 661-80.13(22.5).

Details on procedures not otherwise defined are at the discretion of the ISICSB and will be recommended by the Operations Committee who will define the flow and input of information by other committees.

6. Management

The System and Subsystem Administrators are responsible for managing and maintaining their agency's data attributes. The Statewide System Administrator shall be responsible for the statewide portion of the network.