



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

Standard Name:	Contact Information Procedures		Date Created:	11-08-2017	
Standard Policy #	4.5.0	Section Title:	Maintenance	Status	APPROVED
Approval Authority:	ISICSB		Adopted:	7/12/18	Reviewed: 7/12/18

1. Purpose or Objective

The purpose of this standard is to define the procedure and process for maintaining contact information for internal and external staff responsible for the support of the ISICS system and distribution of the contact information in a secure fashion.

2. Technical Background

Capabilities

Having the contact information readily available to the system support staff will facilitate:

- General purpose day-to-day communications
- Source information for distribution lists
- Notification of the responsible agencies for equipment / location issues
- Contacting support staff in the event of a system failure / on-call duty
- Having a clear list of vendor support contacts
- Facilitating the information electronically / centrally eliminates duplication of effort

Constraints

The contact information must be kept up-to-date and be distributed to support staff that uses the ISICS system.

Contact information should not be released to the public or media so there is no compromise of support staff safety.

3. Operational Context

Contact Information Procedures
State Standard 4.5.0
ISICSB Approval: 7/12/18

The Sub-System Administrators shall maintain support staff's current contact information within the ISICS network through client workstations.

The contact list shall contain information such as:

- Internal support staff, System and Sub-System Administrators, technicians, etc.
- External support staff, subcontractors, equipment providers, etc.
- Dispatch centers of the system
- Building security contact list

The Statewide System Administrator shall be responsible for the functionality of the contact information sharing resource and for performing backups and archives of the contact information.

The contact information shall also be kept available in hardcopy format for the System and Sub-System Administrators and Iowa Statewide Interoperable Communications System Board (ISICSB).

4. Recommended Protocol/ Standard

The usage of a central electronic resource that can be shared between the System and Sub-System Administrators shall be used to record the contact information. The details of this resource are at the discretion of the Statewide System Administrator.

5. Recommended Procedure

The Sub-System Administrators shall maintain current contact information of their support staff in a central electronic resource within the ISICS network at the closest zone controller. The resource will be accessible and printable to the System and Sub-system Administrators through the client workstations on the system.

The contact information to be saved will include such things as:

- Agency
- Functional role
- Work address
- Contact phone numbers (work, home, pager, cell) at the support person's discretion
- Email address
- Radio ID, if assigned

Any changes shall be sent to the Statewide System Administrator for updating the shared information. The Statewide System Administrator shall then send out notification about the updated contact list.

6. Management

The Statewide System Administrator shall be responsible for this process, and details are at the discretion of the Iowa Statewide Interoperable Communications System Board (ISICSB).

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