Statewide Interoperability Radio Network (SIRN)
Standards, Protocols, Procedures

Document Section	**Management of System**	**Status**: Committee
		Date: 6/28/2021
State Standard Number	**2.15.0**	
Standard Title	Dispatch Console Hardware and Profile Change Management	
Date Established	**00/00/00**	**SIEC Approval**: 6/28/2021
Replaces Document Dated	**00/00/00**	
Date Revised/Reviewed	**03/15/21**	

1. Purpose or Objective

The purpose of this standard is to establish change management and maintenance procedures for SIRN dispatch consoles. This standard, additionally, outlines minimum Public Safety Answering Point (PSAP) administrative staff responsibilities and privileges as it relates to console configuration and management.

2. Technical Background

▪ Capabilities

Dispatch consoles are devices with IP-network based access to the SIRN platform providing PSAP staff (dispatchers) with full-featured dispatching capabilities.

▪ Constraints

As IP-networked end user devices, consoles must follow a verified and uniform process for initial configuration and during subsequent modifications to maintain the security and integrity of the SIRN. It is essential that dispatch console hardware and software changes or maintenance activities be synchronized and coordinated with the SIRN Statewide Administrator or designee. Dispatch hardware with connectivity issues, compromised security, or out-of-date platform releases can hamper not only that PSAP's operations but also the SIRN system as a whole or other PSAPs.

3. Operational Context

Console implementations and modifications must follow this Standard and be closely coordinated with the SIRN Statewide System Administrator or designee.

Each Public Safety Answering Point (PSAP) with dispatch equipment connected to SIRN shall identify a formal PSAP Manager as the point of contact for the day-to-day management, operation, and oversight of the dispatch center subsystem components. General duties, as detailed in this Standard, will include:

- Monitoring the dispatch console subsystem and its components for normal operations.
- Participating in the diagnosis of dispatch center subsystem performance problems and the development of corrective actions recommendations.
- Dispatching appropriate repair services in the event of a malfunction in the dispatch center subsystem equipment.

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- Managing the database elements, including subscriber IDs, console IDs, and the various parameters that relate to their effective operation.
- Notifying the SIRN Statewide System Administrator regarding planned and unplanned changes and maintenance activities related to dispatch console equipment.

4. Recommended Protocol/ Standard

Advance or Immediate Notification

Due to the complexity and distributed administration and maintenance of the system, problems can appear when changes are made to any SIRN hardware or software. PSAP Managers must keep the SIRN Systemwide Administrator informed of any updates in the event of any of the following:

- Any planned maintenance
- Any equipment malfunctions, software malfunctions, early symptoms of malware/virus/intrusions or other failures
- Any configuration changes in equipment or software

Dispatch Console Profile Provisioning Changes

Dispatch consoles are configured with individual profiles to meet each PSAP's unique operational communications needs. Console profiles define which communications resources are available to that particular position and outline the organization and visual layout of those resources on the dispatch console's graphical interface.

When new dispatch consoles are installed and/or PSAPs are on-boarded onto SIRN, the initial profile configuration MUST be performed in direct consultation with the SIRN Statewide System Administrator and certified console vendor representatives.

Any changes by PSAP personnel or contracted staff to console profiles must be performed by an individual with proper vendor training. See SIRN Standard 4.4.0 Technical Staff and Maintenance Providers Minimum Requirements for additional details on training and qualifications.

Only changes to the following console profile features are permitted by PSAP Managers without consultation or approval by the SIRN Statewide System Administrator.

- Changing the console graphical layout including rearranging already approved talkgroups
- Creating new "tabs" to regroup approved talkgroups and/or to relocate push-to-talk icons within or across console profile tabs
- Adding or removing talkgroups to their console profiles talkgroups which have already been approved and configured for use by the PSAP

PSAP Managers will be provided access to the console administration software (Elite Administrator) to perform the functions above.

Note that all Consoles must be programmed with the SIRN Mutual Aid or Interoperability Talkgroups per

the SIRN Standard 1.8.0 Minimum Programming Standard. Changes to these console tabs are NOT permitted.

New Talkgroup Access
PSAP Managers seeking to add new talkgroups to their console profiles must submit a written request to the SIRN Statewide System Administrator. Once approved, SIRN Statewide System Administrator or designee will remotely update all applicable PSAP consoles for access to the talkgroup(s).

PSAP Managers seeking to add another jurisdiction's talkgroup to their consoles shall produce a Letter of Authorization demonstrating consent of the owning jurisdiction.

Dispatch Console Additions/Hardware Changes
All dispatch console subsystems interfaced with SIRN shall meet the network and physical security standards per SIRN Standard 2.18.0 System and IT Network Security Standards.

During the initial on-boarding of dispatch equipment, PSAP staff will work closely with the SIRN Statewide System Administrator, designee or SIRN System Vendor to configure and connect the approved equipment.

Subsequent changes to console hardware must follow these standards:

- PSAP Managers seeking to add new console positions shall submit a written request to the SIRN Statewide System Administrator detailing:
  - Operational need (e.g., increased user base or staff)
  - Facility in which it will be installed
  - Availability of network transport/backhaul connectivity technologies (if new building)
  - Service vendor or technician that will perform the installation and initial configuration

- Upon approval, the SIRN Statewide System Administrator or designee will collaborate with the Comm Center staff or certified third-party vendor to configure and provision the installation.

Dispatch Equipment Maintenance Plans
All SIRN dispatch consoles MUST, at all times, be under active maintenance and support agreement with Motorola covering firmware and release updates, technical support and remote and on-site break-fix support. The vendor maintenance agreement shall additionally cover software and firmware upgrades necessary for the console subsystems to be upgraded per the overall SIRN platforms' upgrade cycle.

To ensure continuity of service, PSAP must all perform routine preventative maintenance on the console equipment and support systems, including backup power systems and networking equipment in accordance to the manufacturer's standards or industry best practices.

PSAPs own and are responsible for dispatch equipment performance continuity.
- Spare modules, boards, and field replaceable units for the agency's equipment must be available and be properly inventoried and maintained.

- Additionally, PSAPs must have geo-diverse backhaul connectivity to the SIRN for high availability functionality

Dispatch equipment maintenance activities requiring network changes (e.g., relocation to a different enterprise network, IP address reassignment, etc.) need the prior approval of SIRN Statewide System Administrator or designee.

5. Recommended Procedure

Changes and maintenance to console profiles and dispatch equipment (software and hardware) shall be coordinated with and/or approved by SIRN Statewide System Administrator and must comply with the protocols detailed in this Standard.

Changes to PSAP equipment typically trigger a system log or activity at the State's Network Operation Center. Therefore, all local maintenance actions or must be coordinated, in advance, with or promptly reported to SIRN Statewide System Administrator or designee.

PSAP's seeking customer service or maintenance support for dispatch-related equipment may contact vendor support at 1.800.674.4357 (Customer Support Plan) established to specifically address local or PSAP console issues.

PSAP Managers shall immediately notify the Statewide System Administrator when maintenance issues that may impact other portions of the system arise.

The rights and privileges of PSAPs which make console modifications inconsistent with this Standard may be waived until reauthorization.

The cost and effort necessary to resolve any negative effects to the SIRN platform due to a PSAP's failure to adhere to this Standard will be borne by that PSAP.

6. Management

The SIRN Statewide System Administrator will manage and provide the support necessary for PSAP compliance to this Standard.