| Document Section | **2 – Management** | **Status**: SIEC Sub Committee Approval Date: 2/28/2022 |
|---|---|---|
| State Standard Number | **2.21.0** | |
| Standard Title | **System Maintenance Tech Talkgroups** | |
| Date Established | 03/15/2021 | **SIEC Approval**: <br><br>Date: 2/28/2022 |
| Replaces Document Dated | 03/15/2021 | |
| Date Revised/Reviewed | 2/28/2022 | |

## 1. Purpose or Objective

The purpose of this standard is to define the purpose and use of the System Maintenance talkgroups.

## 2. Technical Background

**Capabilities**
System Maintenance talkgroups will provide SIRN communications capabilities for the technical field and core network support staff. These talkgroups will be enabled with systemwide site access for the coordination and communication of repair and maintenance activities on SIRN and associated equipment.

**Constraints**
N/A

## 3. Operational Context

Dedicated radio resources are essential for engineers and technicians to maintain the SIRN and to troubleshoot system issues.

## 4. Recommended Protocol/ Standard

All System Managers, System Administrators, and System Technical support staff (both vendor and government personnel) must have their radios programmed with the System Maintenance talkgroups.

Nine talkgroups as follows will be designated for technical, maintenance and support staff for the purposes of repair and maintenance.

| Full Name | Talkgroup Alias |
|---|---|
| NDIT RADIO TECH Statewide | 00 RAD TECH ST |
| NDIT RADIO TECH NW | 00 RAD TECH NW |
| NDIT RADIO TECH SW | 00 RAD TECH SW |
| NDIT RADIO TECH NE | 00 RAD TECH NE |
| NDIT RADIO TECH SE | 00 RAD TECH SE |
| NDIT SYSTEM TECH 7 | 00 SYS TECH 7 |

| NDIT SYSTEM TECH 8 | 00 SYS TECH 8 |
| NDIT SYSTEM TECH 9 | 00 SYS TECH 9 |
| NDIT PS TECH STATEWIDE | 00 IT PS ST |

Due to the large geographic size of the SIRN Platform and the amount of voice traffic used for maintenance activities, one talkgroup as listed above will be assigned per region.

All other talkgroups may be used statewide and will be assigned as required by the task at hand.

System Maintenance talkgroups
- *Will be* programmed to have site access/roaming privileges at all RF sites on the system statewide.
- *May be* programmed for encrypted-only communications with a commonly shared encryption key.

Sensitive system information transmitted between technicians must be conducted over encrypted talkgroups. If encryption is not available, cell phone communications are a viable option.

System Maintenance talkgroups may be temporarily programmed into dispatch consoles for technical support and troubleshooting purposes.

## 5. Recommended Procedure

All individuals and/or agencies responsible for repair and maintenance activities shall have the System Maintenance talkgroups programmed into their radios for coordination and communications between repair staff and agencies in the support of the system.

All technicians performing work on the system shall announce on the appropriate System Maintenance talkgroup(s) the type of maintenance being performed and at which agency/site. This announcement must be made prior to the commencement of work.

## 6. Management
The System and Subsystem Administrators are responsible for the management of the System Maintenance talkgroups.