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

Standard Name:	**SYS-TECH Talkgroup**		Date Created:		**06-07-2018**	
Standard Policy #	**1.14.0**	**Section Title:**	**Interoperability Standards**		Status	**Draft**
Approval Authority:	**ISICSB**		Adopted:		Reviewed:	

1. Purpose or Objective

The purpose of this standard is to define the function, purpose, and operation of the SYS-TECH talkgroups.

2. Technical Background

- **Capabilities**

This will provide talkgroups that are readily available for the support staff of multiple system agencies. These talkgroups will be enabled system wide for the coordination and communication of repair and maintenance activities on the 700/800 MHz ISICS Platform and associated equipment.

- **Constraints**

The purpose of the SYS-TECH talkgroups is for the repair and maintenance of the system. In order to use this talkgroup, the system has to be at least partially functional to carry the communications. All radios used for repair and maintenance activity coordination on the system will have encryption capability with the same encryption key loaded.

3. Operational Context

The SYS-TECH talkgroups are to be used for the repair and maintenance activities supporting the 700/800 MHz ISICS Platform. All agencies responsible for the service activities will have the appropriate regional SYS-TECH talkgroup available as a resource to communicate between agencies when providing support for the system.

4. Recommended Protocol/ Standard

It is recommended that all System Managers, System Administrators, and System Technical support staff have the SYS-TECH talkgroups programmed into their radios.

Due to the large geographic size of the 700/800MHz ISICS Platform and the amount of voice traffic used for maintenance activities in support of the system, the SYS-TECH talkgroups will be regionalized as follows:

SYS-TECH-SW	Statewide access
SYS-TECH-R1	Region 1
SYS-TECH-R2	Region 2
SYS-TECH-R3	Region 3
SYS-TECH-R4	Region 4
SYS-TECH-R5	Region 5
SYS-TECH-R6	Region 6
SYS-TECH-AG	Announcement group of all Regional SYS-TECH Talkgroups

The geographic SYS-TECH areas are generally defined by the Iowa Homeland Security Regional boundaries, with some adjustments for factoring in Zone Controller coverage areas, shown in the attached map.

Talkgroup Requirements	For Whom?
Mandatory	System Managers, System Administrators, and System Technical support staff
Recommended	None
Optional	None
Not Allowed	None

Cross Patch Standard	YES / NO	To Talkgroup(s)
Soft Patch	Yes, during repairs	As needed
Hard Patch	No	N/A

- SYS-TECH talkgroups will be programmed in the system to have site access/roaming privileges at all radio frequency (RF) sites on the system statewide.
- SYS-TECH talkgroups may be programmed for encrypted-only communications, with one commonly shared encryption key used for all the SYS-TECH talkgroups.
- For agencies not prepared for transitioning to the encryption of SYS-TECH, other agencies may have radios available depending on inventories.
- If an encryption capable radio is not available, cell phone communications are an option to inform an agency of activities or to have another agency make a SYS-TECH announcement.
- In radios where the emergency button is used, the emergency call should never be directed to SYS-TECH talkgroups.
- The SYS-TECH talkgroup is permitted to be programmed into dispatch consoles.

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5. Recommended Procedure

All agencies responsible for repair and maintenance activities shall have the appropriate SYS-TECH talkgroups available for programming into their radios as an available tool to communicate between repair staff and agencies in the support of the system.

All technicians performing work on the system shall announce on appropriate SYS-TECH talkgroup(s) for the area(s) being affected what maintenance is being performed and at what 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 SYS-TECH talkgroups. Interagency issues involving the operation and use of the SYS-TECH talkgroups are open for review and resolution by the System Administrator.

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