



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



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1. Purpose or Objective

The Standard establishes guidelines for the use and administration of the Status Board application.

2. Technical Background

Capabilities

The Status Board Application is a web-based tool for dispatchers and communications leaders designed to help coordinate shared, interoperable communications resources (e.g., talkgroups or channels) that are available for urgent, emergent, or preplanned events.

Constraints

Status Board must be accessed via the Internet with a username and password.

3. Operational Context

The Status Board Application is used to reserve, schedule, coordinate and track shared network resources including the SIRN statewide and regional interoperable talkgroups and conventional interoperability channels for all pre-planned, planned, or emergent events and/or exercises.

Status Board displays the real-time status of interoperability resources to advise dispatch center personnel which resources are in use or available at any given time.

There are two kinds of reservations on Status Board:

- 1. Quick Schedule:** A reservation made by selecting the “Quick Schedule” button on the Status Board application. This reservation will last for a set period of time that is determined in the global application settings; the current time period is eight hours. If an event goes beyond that duration, Status Board users need to re-reserve the resource or modify the end time via the Calendar Schedule. If the event concludes prior to the scheduled time, the dispatcher or user must release the resource on Status Board.
- 2. Calendar Schedule:** A reservation made in advance by selecting the “Calendar Schedule” button and entering an event time into the Status Board calendar.



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It is recommended to do a manual refresh before any resource reservation is made, either via Quick Schedule or Calendar Schedule. This will help ensure that the most current information is displayed.

Schedule Conflicts: A talkgroup can be assigned to only one reservation during any given time period. For example, if a Quick Schedule is made which overlaps an existing Quick Schedule *or* an existing Calendar Schedule reservation, then the oldest reservation will be deleted and the new reservation will take precedence. When a reservation is overridden, the person who scheduled the initial reservation will receive a “bump” email, letting them know their reservation has been canceled.

Users of Status Board are able to override other users’ reservations according to the SOPs that assign priority for those resources. All care should be taken to avoid bumping a current or previous reservation unless absolutely necessary.

Prior to overriding an existing reservation, users must notify the individual responsible for the existing reservation indicating the need for using the resource. Conflicts shall be managed based on the priority or urgency of the event. For instance, if all resources are booked, a critical emergency may override a local training session.

Before anyone is bumped off of an interoperable resource, proper coordination must take place among the agency that wants to acquire the previously reserved resource, any necessary supervisors, communications managers and/or COMLs involved with the previous reservation.

There are two kinds of user accounts on Status Board:

1. **Users:** End-users typically dispatchers or field users; these accounts provide read-only access.
2. **Administrators:** Staff who are able to create resources, profiles, and user accounts; these accounts provide read and write access to Status Board. Administrators are to be configured for access to the geographically appropriate regional and statewide interoperable talkgroup tabs in addition to other conventional interoperable resources.

“Read” accounts cannot reserve resources and can only view current resource status. “Write” accounts may reserve resources and enter notes.

Write access to Status Board is available only to the following categories of personnel:

- Dispatchers and Public Safety Communication Center personnel
- Incident command staff – e.g. Communications Unit Leaders (COMLs), Communication Technicians (COMTs), and Incident Tactical Dispatchers (INTDs)
- Agency Supervisors
- Emergency Management Staff
- Technical Staff
- Local Subsystem Administrators

Read access may be available to SIRN users and support staff with a specific operational need. Write





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access is not intended to be available to field personnel, unless an individual falls into one of the categories above.

The SIRN Working Group will determine whether to provide “write” access for positions not listed above.

COMLs and COMTs shall be setup with access to all statewide and regional tabs on the Status Board when creating their profiles.

4. Recommended Protocol/Standard

Status Board is to be used for all emergent or pre-planned emergency situations and planned exercises that utilize interoperability resources.

While a resource can be scheduled via Quick or Calendar scheduling, agencies shall conduct proper advance planning and coordination when using shared SIRN interoperability resources for events that span multiple operational periods and/or geographic areas, such as Red River flooding. Shared SIRN resources shall be sufficiently incorporated into communications preplans such as ICS-205.

See the following SIRN Standards for additional details on the use of shared resources:

- 1.4.0 Regional & Statewide Interoperability Talkgroups
- 1.14.0 SIRN - Event & Exercise Communications Planning

Accounts Management and Privileges

Setup and administration of Status Board accounts shall comply with all applicable procedures in SIRN Standard 2.11.0 System Management Login Accounts.

Super Administrator: The SIRN Statewide System Administrator or designee shall maintain the “Super” administrator account capable of issuing administrator accounts.

Administrators: The SIRN Statewide System Administrator, approved PSAP Managers, Agency Administrators or designees have the ability to establish and maintain User Accounts.

Agency Administrators are responsible for maintaining their agency’s user accounts and updating the Statewide System Administrator of any changes. Each agency using Status Board is required to designate at least one point of contact and keep that person’s contact information up-to-date with the SIRN and designated Status Board Administrator by December 31 of every year. The agency point of contact shall notify their designated Status Board Administrator of any changes that have occurred with resources and/or users within 30 calendar days of that change.

Each Region may additionally designate a Regional Status Board Administrator to oversee both Administrator and User accounts within a region.



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A Regional Status Board Administrator will be responsible for regional consensus on problem reporting and feature requirements or enhancements. Any requested modifications or changes to regional or statewide interoperable resources need to be presented to the SIRN Working Group for approval.

No language in the standard shall be construed to prohibit multiple agencies from sharing a single Status Board administrator; e.g., a single administrator is allowed to provide administrative support for neighboring counties or for an entire region.

Training

All users shall be appropriately trained on use of Status Board before receiving access. Each user is required to complete the required training for Status Board prior to getting an individual user account.

Dispatchers with Status Board access must complete the required training as part of their orientation.

PSAP Managers may receive initial training from the SIRN Statewide System Administrator on the use of Status Board in addition to any required training material. PSAP Managers are responsible for ensuring their staff maintains appropriate training at all times.

Information Security Policy of Status Board

Each user account will contain, at a minimum, the user's unique, individual email address. In the case of dispatch positions, an agency email address may be used.

5. Recommended Procedure

For EMERGENT INCIDENTS:

Any time an interoperable resource is used for an emergent event, a Quick Schedule must be made on Status Board.

As soon as it is practical to do so, it is recommended that the user enter a brief description of the event, and an estimated end time in the description field.

When the interoperable resource is no longer required and as soon as it is practical to do so, the dispatcher or user must release the resource on Status Board.

For PRE-PLANNED INCIDENTS and EXERCISES:

To schedule an interoperable resource for a pre-planned incident, a Calendar schedule shall be made on Status Board at least one week in advance of the event, if it is practical to do so.

The user shall enter a brief description of the event and an estimated end time in the description field.





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When the interoperable resource is no longer required and as soon as it is practical to do so, the dispatcher or user must release the resource on Status Board.

During **UNPLANNED STATUS BOARD** outages:

If an agency experiences an unplanned outage, loss of connectivity to, or other feature issues with Status Board that cannot be rectified by closing and reopening the internet browser, they should contact NDIT Customer Service or the SIRN Statewide System Administrator to initiate a trouble ticket.

SIRN Statewide System Administrator will evaluate the outage and send out notifications to the affected agencies. When Status Board has been restored, SIRN Statewide System Administrator shall notify affected agencies that the service is back up.

If the Status Board failure is determined to be due to the User Agency's own network connectivity or devices, the SIRN Statewide System Administrator will notify the Agency Administrator. Agency Administrator shall contact their PSAP or agency IT staff to investigate the problem.

The SIRN NOC is not required to monitor Status Board or take action to address any interruption in service. It is the responsibility of user agencies to report outages.

For **PLANNED** outages:

The SIRN Statewide System Administrator shall notify affected agencies prior to a planned outage, preferably at least 48 hours in advance, or as soon as he/she is made aware there will be a planned outage. This notice shall provide the date, time, and expected duration of the outage. When work is completed, SIRN will provide notice that the service is back online.

If an agency requires interoperable resources during an outage, they shall monitor the resource for existing traffic prior to using it. Contact may be made with *State Radio* to verify the availability of an interoperable resource.

An agency shall announce, consistent with SIRN Standards 1.4.0 Regional & Statewide Interoperability Talkgroups, that it is securing control of the resource before commencing communications on the resource.

6. Management

SIRN Statewide System Administrator, approved PSAP Managers, Agency Administrators or designees are responsible for implementing procedures for use of the Status Board within individual PSAPs or on any mobile user's application.

Local/Agency Administrator of Status Board are responsible for ensuring that:

- Only qualified personnel are granted access to Status Board accounts





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- All users are properly trained on the use of Status Board
- All users comply with the Status Board Standard
- They manage only their agency profile and user accounts unless otherwise designated for another agency.