



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



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1. Purpose or Objective

The purpose of this standard is to define procedures for SIRN system and subsystem routine software patches and updates necessary to safeguard performance levels and to protect the overall functionality and integrity of the system for all users.

2. Technical Background

• Capabilities

SIRN is a complex set of operating systems, software and hardware assembled from a multitude of third-party COTS providers. A comprehensive software and operating system update and management plan covering all systems, subsystem and individual hardware/software is essential to protect the functionality, integrity, and operation of the system. Routine updates typically consist of bug fixes to known issues, security and anti-virus updates and other operating system or software updates as issued by the original equipment manufacturers.

• Constraints

As SIRN is a centrally-controlled network, software updates and patches have to be performed *in synchrony* across the hundreds of network nodes, servers, computer hardware, switches, routers and application-specific subsystems such as dispatch solutions.

3. Operational Context

Routine software and system updates are necessary to preserve the integrity of SIRN. Updates must be performed across all SIRN subsystems in a synchronized manner by all Administrators.

4. Minimum Protocol/ Standard

Routine software and system updates will be performed by Motorola Solutions, Inc, per the SIRN System Upgrade Agreement (SUA) and by other approved vendors under the oversight and approval of the SIEC.

Updates may be applied to:

- SIRN core network hardware and applications





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- Site RF equipment
- Backhaul links interfaces
- Dispatch center equipment

Related Standards

Several other SIRN standards address policy and procedure pertaining to routine system updates.

2.8.0. Operational Management: covers overall obligations and individual responsibilities of the Statewide and Subsystem Administrators as it pertains to system operations and maintenance.

2.15.0 Dispatch Console Hardware_Profile Change Management: covers specific operational, maintenance and management responsibilities of PSAP Managers at it applies to dispatch subsystems.

4.3.0 Notification for System Changes and Outages for details regarding issue response and notification responsibilities of all Administrators: Systemwide, Subsystem and Local User. Notifications during system affecting Preventative Maintenance must follow this Standard.

2.9.0 Change Control: cover the process for requesting, performing and documenting changes to SIRN including those changes that occur as a result of preventative maintenance activities.

2.17.0 SIRN Technical Staff and Maintenance Providers Training and Qualifications: covers the minimum required training and qualifications of maintenance and technical staff.

5. Recommended Procedure

Until otherwise directed by the SIEC, the licensing agreement covering the routine system updates for SIRN (namely, the Motorola Solution SUA Contract) shall be active, funded and current; updates described within the Contract shall be applied per the schedule dictated in the Contract.

All SIRN dispatch console subsystems **MUST**, at all times, maintain active SUA subscriptions with Motorola Solutions, Inc. covering the dispatch equipment and interface updates.

Active SUA subscriptions are required across all SIRN subsystems to support the previously discussed synchronized updates. Lapse in subscriptions for any subsystem prevents the entire system from being updated potentially affecting performance or functionality across the State.

6. Management

The Statewide System Administrator is responsible for overseeing and enforcing the Routine Update or SUA program for SIRN including all centrally-managed and self-maintained subsystems.

