



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



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Standard Title	Training SIRN End Users	
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1. Purpose or Objective

The purpose of this Standard is to establish initial and ongoing/refresher training requirements for anyone using SIRN or any type of radio equipment that accesses the SIRN platform (e.g., control stations).

2. Technical Background

Capabilities

N/A

Constraints

SIRN is a sophisticated statewide communications solution which requires proper training by end users to ensure effective and successful communications.

3. Operational Context

System functionality and integrity will be realized only by ensuring that well-trained personnel operate end user devices that access the SIRN.

4. Recommended Protocol/Standard

Each agency operating on SIRN in any capacity is responsible for training their personnel and maintaining compliance with State, Regional, and Local Operating Standards.

SIRN Training Coordinator: Each agency must have a designated Training Coordinator. Individual agencies may elect to identify an agency, county, PSAP-level or regional representative to act as the formal training coordinator for the geographic service area.

Training Coordinators must:

- Maintain participate in State-sponsored train-the-trainer sessions and will be the primary point of contact for training purposes and responsible Standards' compliance by the agency(ies) they represent
- Establish a process for developing and delivering training sessions to agency end users
- Provide each end user comprehensive initial training on the use of SIRN devices, and to subsequently ensure each end user obtains refresher training per this Standard
- Develop an agency radio and console user training program



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- Ensure each end user completes the agency's radio training program
- Maintain records documenting compliance with the provisions of this Standard including roster of training participants and type of training conducted.

State-sponsored Training Programs and Material

As the primary SIRN operator, the North Dakota Information Technology department (NDIT) will develop training material in the form of class room sessions, webinars and other formats or media.

Information on the State's training program and training modules is located on the SIRN website at SIRN2020.nd.gov

Agency Trainers must keep abreast of the State's training requirements and should also seek to obtain direct training on the use of devices (radios and consoles) from the device manufacturers.

It is highly recommended that training for each tier is customized by agencies to be discipline- and role-specific, and adjusted for initial/new employee, and refresher/on-going training.

Radio User Tiers

For the purpose of this Standard, there will be four tiers of end users each with a different set of training requirements:

- Daily, primary user of the SIRN System
- Occasional user (interoperability)
- Just-in-time user (rare event)
- Entities with radios programmed with two or fewer talkgroups

Training Topics and Content

The following topics will be the minimum required training competencies for SIRN users who are daily or occasional users in the state of North Dakota. The level of detail of each topic should be tailored to the audience.

Radio Operations

1. General Device Overview
 - Antenna
 - Battery & Maintenance
 - Accessories
 - Trunked functionality
 - Simplex functionality
2. Navigating the Radio
 - Channels
 - Zones



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- Button/Switch Configuration
- 3. Reading the Display
 - Signal Strength
 - Out of Range Indicator
 - Talkgroup and Radio Alias
- 4. Push-to-Talk
 - Group Call/Announcement
 - Private Call (if applicable)
 - Talk Permit
 - Site Busy
 - Talkgroup Priority
 - Talkgroup Busy
- 5. Encryption
- 6. Emergency Button
- 7. Scanning
 - How to Scan
 - System Limitations
 - Scan List Programming
 - Scanning conventional and Direct channels
 - Impact of Scanning Statewide/Regional Interop Talkgroups
 - Scanning Multiple Bands
- 8. Dynamic Regroup

Procedure and Policy

- 1. Agency Fleetmap/Talkgroups
 - Purpose and use of individual agency talkgroups
- 2. Interoperability Talkgroups/Resources
 - Local/County/Regional/Statewide Talkgroups
 - How and When to Use Interoperability Talkgroups
- 3. Site Trunking/Backup Capabilities
 - How it Impacts the User
 - What the User Should Do
- 4. DIRECT and Other Conventional Channels
 - What They Are



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- How to Use Them
 - When to Use Them
5. NIMS ICS Communications Training
- Discipline-Specific Required Training

Refresher Training

Each agency is required to provide refresher training for their end users on a recurring basis or anytime there is a significant change to procedure or equipment being used. Refresher training shall ensure competency of all skills taught in the initial training and should specifically include skills that are infrequently used.

Exceptions To Training Competency

Just-in-time Users: The Incident Commander or his/her designee will be responsible for providing “just-in-time” training appropriate for the role of each user. Just-in-time training would be conducted at the scene of an incident or event (e.g., rapid on-site training to a volunteer) and is not considered acceptable training for any other user level. Just-in-time users only need to be trained on the topics applicable to their duties and the duration of their deployment.

Entities with two or fewer talkgroups only need to be trained on topics applicable to their specific use.

5. Recommended Procedure

Agencies are required to follow the guidelines established in this Standard and any ongoing modifications to the training programs developed by the State.

6. Management

Each agency authorized to operate on SIRN is responsible for the training of their personnel and remaining compliant to State, Regional, and Local technical and operational standards.

Local Administrators and their direct employing authority shall bring reports of non-compliance to their Regional SEIC or State SEIC if they are unable to resolve the issue at the agency level.