Document Section	3 – Management	**Status**: SIEC Sub Committee Approval Date: 1/31/2022
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Standard Title	**Change Control**	
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Replaces Document Dated	**N/A**	
Date Revised/Reviewed		1/31/2022

1. Purpose or Objective

The purpose of this standard is to define high level policy and procedure for ensuring changes to the SIRN platform are evaluated and implemented in a controlled and coordinated manner and in accordance with the various other applicable standards.

2. Technical Background

Capabilities

SIRN platform consists of various products, subsystems and databases configured to manage the infrastructure and devices. This Change Control Standard shall generally apply to all SIRN subsystems, software and hardware. Typical infrastructure change examples include patches to software products, installation of new operating systems, upgrades to network routing tables, and changes to the electrical power systems supporting such infrastructure. User-related changes include changes to fleetmap information, device configurations, login accounts, and talkgroup and radio ID attributes.

Constraints

SIRN operational reliability and efficiencies are governed by multiple products, subsystems and databases each of which has dedicated standards for evaluating, implementing and documenting changes. A fragmented approach to changes can negatively affect the platform. This standard outlines an underlying change control process to manage all independent processes ensuring consistent application across all subsystems and by all administrators.

3. Operational Context

Changes to SIRN may be required to maintain system technology updates consistent with industry best practices and to meet the evolving needs of the end user community. Irrespective of the objective, changes to SIRN shall follow this Standard.

4. Recommended Protocol/Standard

The pertinent SIRN Workgroup must be responsible for evaluating, approving and overseeing the implementation of network or user changes. Technical changes will typically be the purview of the SIRN Technology Workgroup, while user-driven changes fall under the purview of various working groups responsible for vetting the change request.

Routine Network Updates

Routine and pre-approved changes such as regular anti-virus software patches or emergency bug fixes may bypass the approval protocols herein if already pre-approved for a duration of time. Routine updates shall, however, undergo sporadic audits to ensure the objectives above are met.

Impact Analysis and Approval
In particular, core upgrades (platform release changes) may have impacts on a range of LMR system components and interfaces to ancillary systems such as CAD, Logging Recorders, and Fire Station Alerting Systems. For major upgrades with broad impact, the Statewide System Administrator shall conduct an impact analysis and determine the appropriate timing for the upgrade as well the need for the upgrade. Major upgrades include those that cause site, core or console outages, or those that entail end user feature changes that affect the user experience.

Feature Enhancements and Change Management
From time to time, system releases will include new features or optional enhancements for additional cost. These release upgrades may include system features changes that may not be desired or for which funding is not available; therefore, Motorola shall present feature and release change notes to the SIEC to facilitate a business case evaluation to approve/fund or defer changes.

Funding Preparedness
System releases require all subsystems including PSAP consoles (as an example) to be upgraded simultaneously. Therefore, agencies self-funding subsystems interfacing with the SIRN core shall subscribe to similar system upgrade plans to be performed in lock-step with the SIRN upgrades.

5. Recommended Procedure

Changes to the SIRN shall include the following generic process:

- A change request is submitted to the SIRN Statewide System Administrator by a user, agency, system vendor or third party contractor
- Change request must describe the business, operational, or technical justification for the change and the corresponding expected system impact
- As applicable, the SIRN Technology Workgroup shall conduct a risk analysis including to the operational continuity of the SIRN
- If approved, all affected Users or Administrators must be notified
- SIRN Statewide System Administrator will oversee the implementation and update all pertinent system documentation to reflect the changes

Note: Changes that are initially denied may be sent back for review, change and resubmission.

The table below summarizes the change request, evaluation and approval processes from the technical, operation and business perspectives for typical change elements. Generally, the evaluation and approval follows the underlying SIRN governance framework for change management defining the authority

assigned for various types of system changes. Please refer to other SIRN standards for additional information including details on individual responsibilities, change notification requirements, dispatch console configuration changes and required training.

Change Element	Description	Initiation Methodology	Authorization Process	Relevant Standards Document
Subscriber Databases	Alias and Radio ID changes	Initial Regional Approval/Review followed by *Change Request Form* to SIRN Administrator	Approval by SIRN Administrator. Note new agency or substantial subscriber changes may need SIEC approval	
User/Talkgroup Changes	Talkgroups or device additions (new agencies or expansions to legacy subscribers); traffic prioritization;	Initial Regional Approval/Review followed by *Change Request Form* to SIRN Administrator	SIRN User Workgroup	
Network Hardware and Software updates	Routine scheduled, pre-meditated upgrades to network equipment, firmware and hardware	Typically, per support contract or by vendor Vendor notification to SIRN Administrator required	None; generally pre-approved.	
Network Core Release Upgrades	Major funded or unfunded release changes	Typically, per support contract or by vendor	SIRN Technology Workgroup	
System/Feature Enhancements or new services	System enhancements with financial impact; may include enhancements to adhere to evolving industry regulations	Business/Risk case study by SIRN Administrator submitted to SIEC; or user agency request to SIRN Administrator	SIRN Technology Workgroup; substantial changes may require review by SIEC.	
Emergency Repairs/ Replacements	Unplanned system changes to restore operations	NOC supervisor identifies corrective action to SIRN Administrator	Approval by SIRN Administrator	

6. Management

Per the table above and the overall governance framework, the Statewide Executive Interoperability Committee (SIEC) and the SIRN Statewide System Administrator are collectively responsible for managing controlled changes to the SIRN.