

Title: **Programming Authorization Procedure**

Index: 204-B

Effective Date: March 1, 2014

Revision/Date: 0 / February 27, 2014

Author: Mike Sacco, PCSD

Owner: Operations Working Group

### **1. Purpose**

- a. The purpose of this procedure is to define the parameters for PCWIN subscriber unit programming

### **2. Background**

- a. Programming parameters can cause degradation of the system. Proper control of subscriber programming is required to maintain radio system integrity.
- b. The risk of inaccurate programming substantially increases when multiple entities are allowed to program subscriber units. This risk translates into an increase in subscriber radio operational anomalies and the associated administrative/maintenance activities required for mitigation and repair. There is also an increased risk of possible unauthorized transmissions, interference or monitoring of public safety radio communications channels.

### **3. Procedure Statement**

- a. Only authorized PCWIN service personnel, as determined by the PCWIN Board of Directors, are authorized to program any radio using the PCWIN radio system.
- b. Agencies requesting authorization to program PCWIN subscriber equipment must contact the PCWIN Executive Director or their designee.
  - i. Each agency must identify a responsible point of contact, accountable for authorization of programming requests and changes. Each PCWIN agency is responsible for keeping the Executive Director informed of any changes to their authorized point of contact personnel, within ten business days. It is recommended each PCWIN agency audit this function at least annually.
  - ii. The OWG will recommend approval, denial or request additional information upon review of programming authorization requests.
- c. Revisions, changes or modifications to the radio programming affecting any talkgroups, personalities, systems or encryption not allowed by this authorization include, but are not limited to, the following:
  - i. Trunking configuration.
  - ii. Network configuration settings.
  - iii. Trunking system settings.
  - iv. System thresholds, limits or message parameters.

- v. Use of radio IDs not specifically assigned to the agency and provided by the PCWIN OWG.
  - vi. Talkgroup assignment modifications or additions.
  - vii. All other configuration settings requiring authorized programming materials.
- d. The PCWIN Executive Director reserves the right to suspend this authorization at any time if any of the above items are not adhered to, by disabling the IDs of the agency not in compliance.
  - i. Non-compliant agencies will be notified of their status and given a period of time not to exceed 30 days to correct the issue.
  - ii. The OWG will review the suspension and recommend corrective action. The Executive Director will notify the Executive Committee and/or Board of Directors, when appropriate, and provide a course of action for remedy. For prolonged issues of non-compliance the Executive Director will keep engaged with the affected agency and provide updates to the Executive Committee/Board of Directors.
  - iii. If the issue of non-compliance requires immediate remedy the Executive Director can act decisively to protect the integrity of the PCWIN network. The Executive Director must immediately follow up with the non-compliant agency and provide a timely back brief to the PCWIN Board of Directors.
- e. Authorized entities are expressly forbidden from the loaning, giving, selling, subcontracting or assigning the PCWIN programming materials to any unauthorized person or entity.
- f. Any radio or device that exhibits symptoms of duplicate IDs or altered settings that detrimentally affect the PCWIN system or users of the system will be inhibited by the PCWIN Executive Director after a notice is made to the owning agency.
- g. There shall be no revisions, modifications or changes to the authorizations provided by this procedure, unless the PCWIN OWG has agreed in writing to such revisions, modifications or changes.
- h. Any programming materials necessary to enable programming must be physically secured to prevent the potential of theft, loss or misuse.
- i. All radio serial numbers, IDs, current code plug revision file names and asset ownership will be provided to the PCWIN Executive Director. This information will be made available to the OWG and TWG as requested.
- j. Programming personnel will establish procedures to ensure radio programming and cloning activities do not produce two active subscribers with the same radio ID.
- k. Loss or breaches of PCWIN programming materials shall immediately be reported to the PCWIN Executive Director who will take immediate steps to minimize the danger to the operational capabilities of the PCWIN and report to the Executive Committee

#### **4. Applies to**

- a. All Members, Interoperability Participants, Associates and approved service providers that have access to PCWIN subscriber programming

**5. Supporting Rules**

- a. Media Access Policy
- b. Confidentiality Policy
- c. Lost/Compromised Radio Policy

**6. Conditions for Exemption or Waiver**

- a. None