



DHS OEC FY2019 TA/SCIP Guide Highlights & Offerings

TA/SCIP Guide Version 5.0



Department of Homeland Security
Office of Emergency Communications



October 2018

Table of Contents

FOREWORD	iii
OEC TECHNICAL ASSISTANCE.....	1
OEC TECHNICAL ASSISTANCE OFFERINGS	2
STATEWIDE COMMUNICATION INTEROPERABILITY PLAN (SCIP) WORKSHOP.....	2
ELECTRONIC TACTICAL INTEROPERABLE COMMUNICATIONS FIELD OPERATIONS GUIDE (EFOG) DEVELOPMENT.....	2
LEVERAGING BROADBAND TECHNOLOGIES AND DATA OPERABILITY/INTEROPERABILITY IN SUPPORT OF PUBLIC SAFETY	2
NEXT GENERATION 9-1-1/PSAP CYBER AWARENESS AND ASSESSMENT	3
LMR/LTE COMMUNICATIONS SYSTEMS ENGINEERING SUPPORT.....	3
ENCRYPTION PLANNING AND USAGE	3
INFORMATION TECHNOLOGY SERVICE UNIT LEADER (ITSL)	3
AUXILIARY COMMUNICATIONS TRAIN THE TRAINER.....	3
TA REQUEST PROCESS	4
GOVERNANCE	5
STATEWIDE COMMUNICATION INTEROPERABILITY PLAN (SCIP) WORKSHOP.....	5
FORMAL GOVERNANCE DOCUMENTATION REVIEW, ASSESSMENT, AND DEVELOPMENT	6
COMMUNICATIONS UNIT PLANNING AND POLICIES	7
COMU ASSISTANCE UNDER EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)	8
STANDARD OPERATING PROCEDURES.....	9
STANDARD OPERATING PROCEDURES (SOP) / COMMUNICATIONS PLAN REVIEW AND DEVELOPMENT	9
TACTICAL INTEROPERABLE COMMUNICATION PLAN (TICP) DEVELOPMENT/ IMPLEMENTATION WORKSHOP	10
TACTICAL INTEROPERABLE COMMUNICATIONS FIELD OPERATIONS GUIDE (TIC-FOG) DEVELOPMENT.....	11
ELECTRONIC FIELD OPERATIONS GUIDE (EFOG) DEVELOPMENT	12
TECHNOLOGY	13
BROADBAND STRATEGIC PLANNING SUPPORT AND EDUCATION.....	13
MOBILE AND FIXED SITE DATA USE ASSESSMENT FOR PLANNED AND UNPLANNED EVENTS	14
LEVERAGING BROADBAND TECHNOLOGIES AND DATA OPERABILITY/INTEROPERABILITY IN SUPPORT OF PUBLIC SAFETY (OP- BRBDATA).....	15
NEXT GENERATION 9-1-1 / STRATEGIC PLANNING SUPPORT	16
9-1-1 /PSAP CYBER AWARENESS AND ASSESSMENT (OP-911PSAPCYBR).....	17
ALERTS AND WARNINGS.....	18
LMR/LTE COMMUNICATIONS SYSTEMS ENGINEERING SUPPORT.....	19
(ENG-LMR/LTE)	19
ENCRYPTION PLANNING AND USAGE	20
TRAINING & EXERCISES	21
COMMUNICATIONS UNIT EXERCISE (COMMEX) FOR COMU TRAINEES.....	21
COMMUNICATIONS FOCUSED EXERCISES	22
COMMUNICATIONS FOCUSED DRILL / ACTIVITIES.....	23
COMMUNICATIONS FOCUSED EXERCISE DESIGN AND PLANNING.....	24
COMMUNICATIONS UNIT LEADER (COML) COURSE (ALL-HAZARDS)	25
COMMUNICATIONS UNIT TECHNICIAN (COMT) COURSE.....	27
INCIDENT TACTICAL DISPATCHER (INTD) TRAINING (ALL-HAZARDS)	28
INFORMATION TECHNOLOGY SERVICE UNIT LEADER TRAINING COURSE “PILOT” (TRG-ITSL).....	29
INCIDENT COMMUNICATIONS CENTER MANAGER (INCM) TRAINING.....	31
RADIO OPERATOR (RADO) TRAINING.....	32
AUXILIARY COMMUNICATIONS (AUXCOMM) TRAINING	33
AUXILIARY COMMUNICATIONS (AUXCOMM) TRAIN-THE-TRAINER (TtT) COURSE	34
COMMUNICATIONS UNIT LEADER (COML) TRAIN-THE-TRAINER (TtT) COURSE	36
COMMUNICATIONS UNIT TECHNICIAN (COMT) TRAIN-THE-TRAINER (TtT) COURSES.....	38
STATE-SPONSORED, OEC RECOGNIZED COMMUNICATIONS UNIT (COMU) INSTRUCTION	40
AUDIO GATEWAY INFORMATION AND TRAINING (ENG-AG).....	44

USAGE	45
OPERATIONAL COMMUNICATIONS ASSESSMENT, REGIONAL COMMUNICATIONS ENHANCEMENT SUPPORT & SPECIAL EVENT PLANNING.....	45
COMMUNICATION ASSETS SURVEY AND MAPPING (CASM) TOOL.....	46
ENCRYPTION PLANNING AND USAGE.....	47
GOVERNMENT EMERGENCY TELEPHONE SERVICE (GETS) / WIRELESS PRIORITY SERVICE (WPS) AND TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SUPPORT	48
APPENDIX A.....	49
TECHNICAL ASSISTANCE AND SCIP WORKSHOP REQUEST FORM	49
APPENDIX B.....	52
SAFECOM WEBSITE RESOURCES	52
APPENDIX C.....	53
GLOSSARY OF TERMS/ACRONYMS.....	53

Foreword

The Office of Emergency Communications (OEC) is pleased to publish the Fiscal Year (FY) 2019 Technical Assistance (TA)/Statewide Communication Interoperability Plan (SCIP) Guide. This year's Guide includes new or enhanced offerings and approaches to help public safety and government officials meet the challenges in the rapidly changing voice and data interoperability landscape and the expanding communications ecosystem.

Public safety has seen a rapid expansion in recent years in the type and manner of information sharing among responders and government officials. New applications and systems have created new challenges for interoperability. It demands good governance to drive standard operating procedures on how to use these technologies, and then joint training and exercises to ensure interoperability is achieved when needed most – at the next incident or event. In FY2019, OEC will continue delivering products and services that support interoperability in this evolving emergency communications ecosystem.

New offerings in this Guide expand or add to existing OEC services to address the evolving communications ecosystem include:

- Customized governance, strategic planning
- Electronic tactical interoperable communications field operations guide (eFOG)
- Broadband technologies and data interoperability
- Next Generation 9-1-1/PSAP cyber security awareness and assessments
- LTE/LMR communications systems engineering support
- Information technology service unit leader (ITSL) training
- Auxiliary communications (AUXCOMM) train the trainer course
- Encryption planning and usage

Also, in 2019 OEC is utilizing new approaches to better align and speed the availability of TA services. For example, we will build on the success of four National Governors Association (NGA) workshops held last year that assisted 48 States with governance planning across the emergency communications landscape. OEC coordinators will work with each State/Territory to offer additional technical assistance to assist with these NGA priorities. Similarly, we will streamline the process for delivering training classes including the new Information Technology Service Unit Leader (ITSL) course through use of an annual nationwide training calendar. Additional information on the TA Request Process is outlined on page 4 below.

OEC's TA offerings support all 56 states and territories and federally recognized Tribal Nations in helping to solve a variety of communications interoperability issues, keeping up to date with new technologies, and enhancing governance policies and the management of COMU resources. In addition, while integrating public safety communications with the National Public Safety Broadband Network (NPSBN) is underway, sustaining mission critical voice communications capabilities for public safety also remains a critical challenge.

OEC Coordinators are available to answer any questions about OEC services. I look forward to supporting public safety stakeholders in meeting these challenges.

Best regards,



Ronald T. Hewitt
Director, Office of Emergency Communications
Department of Homeland Security

OEC Technical Assistance

Established in 2007, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) supports and promotes communications used by emergency responders and government officials to keep America safe, secure, and resilient. The OEC Interoperable Communications Technical Assistance Program (OEC/ICTAP) has delivered over 2,050 technical assistance courses and workshops in every state and territory to enhance the capabilities of emergency responders and government officials to communicate in the event of natural disasters or other man-made disasters. The goal of the program is to help state, local, territorial and tribal jurisdictions ensure, accelerate, and attain operable and interoperable emergency communications nationwide. At OEC's direction, technical assistance services and deliverables are provided by consulting staff under contract to the Space and Naval Warfare Systems Center, Pacific (SSC PAC), San Diego, the implementation arm for the program. This guide and the OEC TA/SCIP request form are available on the SAFECOM website at: <https://www.dhs.gov/ictapscip-resources>.

Technical Assistance Requests

In FY2019, OEC/ICTAP will provide an opportunity for all 56 states and territories to receive TA/SCIP services at no cost. In preparation for the request process, this Guide lists available TA/SCIP service offerings. The process for Statewide Interoperability Coordinators (SWICs) to request TA/SCIP services has been updated and is described starting on page 4. OEC TA/SCIP services are also available for all federally recognized Tribal Nations. Tribal representatives may submit TA/SCIP requests via the fillable TA request form on the SAFECOM website at: <https://www.dhs.gov/publication/ictapscip-resources> and emailed to TARquest@hq.dhs.gov.

OEC Sector Chiefs and Coordinators

Questions about OEC Technical Assistance and SCIPs should be directed to the OEC Coordinator for the respective region as shown on the list below. OEC Sector Chiefs are also available to assist with stakeholder questions.

Eastern Sector Chief – Marty McLain (Regions 1-3) Marty.Mclain@hq.dhs.gov

Central Sector Chief – Chris Essid (Regions 4–7) Chris.Essid@hq.dhs.gov

Western Sector Chief – Steve Noel (Regions 8-10) Steven.Noel@hq.dhs.gov

Region 1 - Vacant (CT, MA, ME, NH, RI, VT)

Region 2 - Chris Tuttle (NJ, NY, PR, USVI) Christopher.Tuttle@hq.dhs.gov

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OEC Technical Assistance

New and Updated for FY2019: OEC Technical Assistance Offerings

During 2019, OEC plans to continue its efforts to support governance by providing additional Statewide Communication Interoperability Plan (SCIP) Workshops and to work closely with states regarding COMU policies and procedures. OEC will focus on integrating the recent recommendations from the four NGA workshops conducted in 2018 as part of the states and territories SCIP goals and objectives.

The following provides a short description of each of our new or updated FY2019 TAs:

Statewide Communication Interoperability Plan (SCIP) Workshop

A SCIP serves as a strategic planning tool to help states and territories, address interoperability gaps, strengthen governance structures such as Statewide Interoperability Governance Bodies (SIGBs), and compliment other existing emergency plans and policies. Each year, OEC provides facilitated SCIP Workshops and related support to assist states in updating SCIPs to account for progress or challenges in interoperability based on their needs.

(For a more detailed description see pg. 5)

Electronic Tactical Interoperable Communications Field Operations Guide (eFOG) Development

This service offering enables emergency communicators to access Field Operations Guide (FOG) information from their mobile devices without an internet connection. OEC ICTAP works closely with the State to transform their existing FOG Word document into a mobile app available for download from both the Apple Store and Google Play.

(For a more detailed description see pg. 12)

Leveraging Broadband Technologies and Data Operability/Interoperability in Support of Public Safety

This service offering assists public safety professionals in identifying communication specific requirements associated with the selection and implementation of broadband related technologies into the public safety architecture. The blended seminar and workshop stresses how various factors influence technology selection and provides participants the tools and opportunity to create agency specific templates and matrices. This seminar runs for one full day and will include lecture material and break-out work groups. *(For a more detailed description see pg. 15)*

OEC Technical Assistance

Next Generation 9-1-1/Strategic Planning Support

NG9-1-1 is a system comprised of hardware, software, data and operational capabilities and procedures which continue to evolve. This TA service has now been updated to include Computer-Aided Dispatch (CAD) to CAD and CAD to Records Management Systems (RMS) transition support. *(For a more detailed description see pg. 16)*

Next Generation 9-1-1/PSAP Cyber Awareness and Assessment

As the hub for communications between multiple public safety agencies and the public, PSAPs provide both 9-1-1 call answering and dispatch functions. The components making up this service can be exposed to numerous networks, devices, and actors and the cybersecurity vulnerabilities that come with them. In coordination with the DHS SECIR CSA, OEC provides cyber assessments for 9-1-1/PSAP dispatch and LMR Systems using the NIST 800-53 framework. The criticality of 911 and PSAP functions during an emergency response means cyber-attacks could result in large-scale impacts, making them a potential target. *(For a more detailed description see pg. 17)*

LMR/LTE Communications Systems Engineering Support

LTE coverage testing, and analysis is used to: 1). Define and refine system coverage requirements; 2). Supplement baseline coverage studies; 3). Provide supplemental information related to Network Operator Assurance Testing of LTE Devices; 4). Provide in-building and outdoor coverage measurements including assistance in locating interfering signals; and 5). Assist with system optimization as well as ongoing maintenance *(For a more detailed description see pg. 19)*

Encryption Planning and Usage

Understanding the technical aspects of encryption can be very complex and confusing. Whether it's a single community, regional, statewide or an intrastate issue, laying a solid foundation for the use of encryption is essential to developing an interoperable, successful and lasting encryption program. *(For a more detailed description see pg. 20)*

Information Technology Service Unit Leader (ITSL)

The requirement to access broadband data with sufficient bandwidth during incidents or events has increased exponentially in recent years. This has spurred the requirement for personnel with highly specialized knowledge and expertise, to include an Information Technology Service Unit Leader (ITSL). *(For a more detailed description see pg. 29-30)*

Auxiliary Communications Train the Trainer

This service offering helps states/territories create a self-sustaining AUXCOMM training program by providing instructor training to individuals who have completed the AUXCOMM course, the COML course, the COML Position Task Book (PTB), and the COML TtT course, and have had a General Class FCC (or higher) amateur radio operator license for at least three years. *(For a more detailed description see pg. 34-35)*

OEC Technical Assistance

TA Request Process

1) **Strategic Priorities TA: OEC will offer direct support for SCIP/NGA Priorities**

The OEC Coordinator will contact the SWIC/SIGB to discuss the State's current strategic priorities for emergency communications based on goals and objectives identified during their NGA workshop and/or their most recent SCIP. Together the OEC Coordinator and the State/Territory will develop a TA assistance plan that will provide the greatest impact toward achieving the strategic priorities. This strategic support will likely be provided on an on-going basis throughout the year rather than as a single workshop / class. (Note - States/Territories may also request strategic TA through the State-Requested process discussed below)

2) **State-Requested TA: Each State/Territory May Request Directly through the TA Guide**

OEC/ICTAP will provide an opportunity for all 56 States and territories to receive TA services at no cost in 2019. To support this request process, this guide lists available TA service offerings and the processes for Statewide Interoperability Coordinators (SWICs) to request TA workshops. OEC welcomes SWICs' requests for SCIP workshops to revise or update existing plans to account for the use of new technologies (including broadband and Next Generation 9-1-1), updating governance structures, prioritizing SCIP Goals/Initiatives, and identifying future needs such as training and funding. In addition to the priorities discussed below, SWICs may request up to five additional TA offerings using the included TA request form.

3) **OEC Training Calendar: OEC will offer a training calendar with classes available for the upcoming year Nationwide.**

In early 2019, OEC will release a training calendar with classes to be offered across the nation. These classes will be open to all qualified candidates whose qualifications will be reviewed by OEC. Training will focus on communications and information sharing within the incident command system (NIMS/ICS) to include Communications Unit Leader (COML), Communications Technician (COMT) and the newly developed Information Technology Service Unit Leader (ITSL) class. Further information on the location and process for using the calendar will be provided with the initial release. (Note - States/Territories may also request classes through the State-Requested process detailed above)

4) **Major Event TA: Agencies may request OEC support for communications planning during major events.**

TA request(s) for planned events or incidents or that support National Special Security Events (NSSE) and Special Event Assessment Rating Events (SEAR) may be requested at any time through the OEC Coordinators. OEC has supported a number of these events ranging from national political conventions to the Super Bowl. This support typically includes planning, exercises, observation, assessments, and after-action reports.

Governance

<i>Statewide Communication Interoperability Plan (SCIP) Workshop</i>	
Type of TA Offering:	On-Site Engagements/Facilitated Workshop
Stakeholders/Audience:	SIEC/SIGB Members; SWICs, State, Local, Federal, Tribal Stakeholders / Police, Fire and EMS Personnel, State 911 Administrators, FirstNet SPOCs, State Information/Technology Officers

Offering Overview

In 2016 OEC partnered with the National Governors Association (NGA), to focus on enhancing interoperable communications governance. In 2018 NGA conducted four workshops attended by officials from 47 states and territories to assist in implementing the recommendations from 2016, resulting in specific goals. The SCIP is a stakeholder-driven, multi-jurisdictional, and multi-disciplinary statewide strategic plan to enhance interoperable emergency communications. SCIPs serve as a single document for stakeholders throughout a state’s communications ecosystem to prioritize resources, strengthen governance, identify future investments and address interoperability gaps. It also serves to complement other state plans such as Homeland Security or Disaster Preparedness Plans. A current SCIP (within 36 months) is a requirement of DHS Grant Guidance.

This offering is applicable to states/territories with some or all of the following challenges:

- ✓ Governance
- ✓ Technology
- ✓ Funding sustainability
- ✓ Strategic goals and implementation plan
- ✓ Evaluation/progress management

The actual workshop may vary to meet each state/territory’s unique needs. Potential options, outcomes, and deliverable may include:

- ✓ Draft SCIP that incorporates NGA recommendations that are applicable and actionable
- ✓ Governance focused engagement to establish a governance body or strengthening existing governance, and building consensus
- ✓ Technology focused engagement for LMR, BRBND, NG9-1-1, and Alerts and Warnings
- ✓ LMR sustainment and use of Alerts and Warnings
- ✓ Customized evaluation and action plan for implementation of the SCIP
- ✓ Evaluation and progress assessment

This process is customizable and can involve extensive scoping and planning calls, a pre-workshop meeting on site focusing on technology, funding, strategic goals, and planned implementation. The process reflects state priorities through a consensus and objective-oriented workshop that brings public safety stakeholders together to determine the operational and strategic direction required to move interoperability forward in that state or territory.

Governance

<i>Formal Governance Documentation Review, Assessment, and Development</i>	
Type of TA Offering:	Workshop
Stakeholders/Audience:	SIEC/SIGB; SWICs, Executive, Statutory, and Legislative Personnel

Offering Overview

The SAFECOM/National Council of Statewide Interoperability Coordinators (NCSWIC) 2015 Governance Guide ([2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials](#))¹ highlights the need for a formalized statewide governance body (e.g., SIGB, SIEC) or equivalent, that provides a unified approach across multiple disciplines and jurisdictions to address system implementation and upgrades, funding, and overall support for communications interoperability.

OEC/ICTAP provides requestors assistance with reviewing and evaluating existing governance structures and providing recommendations for establishing new governance bodies or structures.

OEC/ICTAP TA support for governance may be applied to strengthening existing governing bodies [for example, State Interoperability Executive Councils (SIECs), Statewide Interoperability Governance Boards (SIGBs)]; or assisting with the development of documentation (working group charters) for establishing governance bodies for communications-focused entities such as land mobile radio systems, municipal agencies, coun of government.

This offering is applicable to states with some or all of the following challenges:

- ✓ Existing interoperability and emergency communications-focused governance group
- ✓ Formal governance documentation (charter, executive order, etc.)
- ✓ Governance operating norms
- ✓ Robust participation by key stakeholder groups
- ✓ SWIC and/or SIGB membership needing to evaluate and assess current SCIP

Customized support for this offering may look different to meet each state's unique needs.

Potential design outcomes and deliverables may include:

- ✓ Governance charter
- ✓ Draft Executive Order to formally establish governance group
- ✓ Best practices for establishing governance group operating norms
- ✓ Assessment of governance group representation and customized approach for improvements
- ✓ Evaluation and analysis of SCIP, progress towards stated goals and objectives, and recommendations for SCIP refresh/update

¹ The 2018 Governance Guide is expected to be released during CY2018.

Governance

<i>Communications Unit Planning and Policies</i>	
Type of TA Offering:	Workshop
Stakeholders/Audience:	SIEC/SIGB; SWICs, Executive, Statutory, and Legislative Personnel

Offering Overview

This workshop provides attendees with tools and best practices to develop a strategic plan to implement state/territory, local and regional level initiatives which improve policies and procedures for managing on-going development of Incident Command System (ICS) Communications Unit (COMU) personnel and Communications Unit assets.

More than 13,000 have been trained² All Hazards ICS COMU personnel have been trained and every state/territory now has a pool of COMLs and COMTs. Not every state has a program with policies and procedures to track, maintain and utilize ICS COMU resources.

This offer is aimed at mid to senior level managers across all public safety disciplines to increase awareness and understanding of the COMU functions and develop a strategic plan to improve utilization and management of COMU personnel and equipment. The offering can be customized to include tracking and managing other COMU trainees if a state wishes.

This offering is applicable to states with some or all of the following challenges:

- ✓ Formal COML, COMT recognition or certification/recertification processes
- ✓ Strategic Plan and/or guiding principles for a COMU Program
- ✓ Methods to track and report COMU assets
- ✓ Opportunities to provide training and exercises that develop trainee qualifications and Position Task Book (PTB) completion
- ✓ Key performance measures of a COMU program

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Identify key performance measures for a COMU program
- ✓ Development of a COML, COMT recognition or certification/recertification processes
- ✓ COMU program strategic plan establishment
- ✓ Accurate tracking and reporting of COMU assets

² This figure reflects all OEC delivered and state sponsored COMU training, drills, and exercises from 2007 to August 2017.

Governance

COMU Assistance under Emergency Management Assistance Compact (EMAC)

Type of TA Offering:	Workshop
Stakeholders/Audience:	SWICs, Emergency Managers and Administrators, ESF #2 Coordinators, State Warning Officers, COMU Personnel

Offering Overview

This OEC/ICTAP course is designed to familiarize states/jurisdictions with EMAC, which is the Nation's preeminent state-to-state mutual aid system for facilitating the exchange of services, personnel, and equipment during incidents/emergencies.

EMAC is implemented through state Emergency Management Agencies (EMAs) and has been passed into law in all 50 states and four U.S. territories. However, EMAC is greatly under-utilized for deployment of COMU resources due to a lack of awareness of the resources available and how to utilize the process.

This training provides states/jurisdictions an awareness of how EMAC functions; the process for requesting assistance to share resources within their state and with other EMAC members; how to handle similar requests for COMU assets; the preparations required to ensure personnel resources are deployable under EMAC; and guidance on how to streamline the internal EMAC request process and expedite the procurement and deployment of communications resources.

This offering covers the following EMAC-related information:

- ✓ EMAC's origin, provisions, structure, roles and responsibilities
- ✓ Role of each state's EMAC Coordinator
- ✓ Overview of in-state EMAC procedures
- ✓ Resources available through EMAC
- ✓ Properly identifying and credentialing of personnel for interstate deployment under EMAC
- ✓ How EMAC is activated/Requesting EMAC assistance/EMAC Approval Process
- ✓ Deployment Procedures (Briefings/Lessons Learned)
- ✓ Definition of Mission Ready Packages (MRPs)/Building and Formatting MRPs
- ✓ Overview of the Mutual Aid Support System (MASS)
- ✓ Reimbursement procedures
- ✓ EMAC training and exercises

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Overview of EMAC functions and benefits
- ✓ Information regarding in-state procedures/legislation
- ✓ Listing of participating in-state agencies and available resources
- ✓ Interstate agreements and resources
- ✓ Assistance with developing EMAC policies/procedures and building MRPs

Standard Operating Procedures

Standard Operating Procedures (SOP) / Communications Plan Review and Development

Type of TA Offering:	Assessment of SOPs and Communications Plans/Workshop
Stakeholders/Audience:	SWICs, Public Safety Stakeholders/ Mid-Senior Level Managers

Offering Overview

Standard Operating Procedures (SOPs) are formal written guidelines or instructions that contain both operational and technical components. In many cases, SOPs are designed to facilitate cross-discipline and cross-jurisdictional operations on a day-to-day or emergency basis.

Clearly defined interoperable communications SOPs facilitate an orderly and efficient response to multi-agency incidents and events as routine as daily calls for service, and as catastrophic as large-scale disasters. In addition to SOPs, various state/territory, urban area, regional, and/or tribal planning documents include specific communications components.

This offering is applicable to states with some or all of the following challenges:

- ✓ Emergency Operations Plans (EOPs)
- ✓ Outdated Continuity of Government (COG) and Continuity of Operations (COOPs)
- ✓ Capabilities assessment planning
- ✓ Public Safety Communications Center (PSCC) operational plans

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ EOPs
- ✓ COG and COOP
- ✓ Baseline capability assessment
- ✓ PSCC operational plan

Standard Operating Procedures

Tactical Interoperable Communication Plan (TICP) Development/Implementation Workshop

Type of TA Offering:	Review / Development Workshop / Data Collection
Stakeholders/Audience:	SWICs, Communications Unit Managers and Personnel

Offering Overview

Developing a TICP requires the collaborative efforts and inputs of public safety organizations in the geographic area. In order to document the input of all relevant stakeholders and develop the TICP in the most efficient and effective manner, OEC/ICTAP provides a list of the assets and information needed for the plan prior to the workshop. The requesting area also receives a copy of the plan template that the participants will populate during the workshop.

Workshop attendees should include communications and operational representatives from multiple agencies and jurisdictions across all public safety disciplines, including tribal, non-governmental organizations and volunteer entities in the geographic area covered by the plan. The working group should mirror the responders and support personnel needed for a major incident in the area.

Once developed and approved, the TICP should be disseminated to all stakeholder agencies. Ensuring that communications users are knowledgeable about the plan and able to implement its components immediately increases the area's ability to maintain appropriate and effective interoperable communications during an event or incident of any size or scope.

This offering is applicable to states with some or all of the following challenges:

- ✓ Quick reference for regional channel data
- ✓ Use of mutual aid channels
- ✓ Situational area maps
- ✓ Technical support contacts and COMU personnel
- ✓ Formal procedures for interoperable communications equipment requests

Customized support for this offering may look different to meet each State's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Quick reference for regional channel data
- ✓ Mutual aid channels
- ✓ Area maps
- ✓ Contact information for technical support and COMU personnel
- ✓ Interoperable communications equipment requests
- ✓ TICP development/update

Standard Operating Procedures

Tactical Interoperable Communications Field Operations Guide (TIC-FOG) Development

Type of TA Offering:	Review / Development Workshop / Data Collection
Stakeholders/Audience:	SWICs, Communications Unit Managers and Personnel

Offering Overview

Based on the OEC National Interoperability Field Operations Guide (NIFOG), the TIC-FOG is a compendium of interoperable communications reference material for use by emergency response and communications personnel responsible for establishing and maintaining interoperable communications during events or incidents. The TIC-FOG is designed as a pocket-sized quick reference guide that can be carried by radio operators and technicians at all times.

OEC/ICTAP will meet with requestors to determine the desired content and format for their TIC-FOG. If the site would like the information contained in the TIC-FOG to be current with their TICP, an update workshop can be scheduled to update and to verify the information in it. Once the site has completed its review, OEC will reformat and condense the operationally relevant information from the TICP to develop the TIC-FOG.

This offering is applicable to states with some or all of the following challenges:

- ✓ Quick reference for regional channel data
- ✓ Listing of mutual aid channels
- ✓ Situational area maps
- ✓ Listing of technical support contacts and COMU personnel
- ✓ Formal procedures for interoperable communications equipment requests

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Quick reference for regional channel data
- ✓ Mutual aid channels
- ✓ Area maps
- ✓ Contact information for technical support and COMU personnel
- ✓ Interoperable communications equipment requests
- ✓ TIC-FOG development/update

Standard Operating Procedures

Electronic Field Operations Guide (eFOG) Development

Type of TA Offering:	Review / Development Workshop / Data Collection
Stakeholders/Audience:	SWICs, Communications Unit Managers and Personnel

Offering Overview

The first step in developing an eFOG is that the state must have a current word version of their FOG that OEC can convert. This technical assistance delivers eFOG mobile apps for both Apple and Android mobile devices. The eNIFOG or eAUXFOG mobile apps can be downloaded from either app store as example of eFOG capabilities. The process involves four distinct phases, each of which involves significant, though remote, interaction between OEC and the State:

- ✓ **Legal Agreement Phase:** This phase completes a pre-Scoping Call and the review of legal documents between the State and DHS OEC. This review informs the requestor of the necessary legal documentation which is required before actual work begins on the APP being requested. This phase takes at least two weeks and must be completed and agreed to by both parties prior to starting work on the three remaining phases.
- ✓ **Configuration Phase:** This phase involves a regular a Scoping Call and OEC's receipt of the required and optional inputs from the State that are necessary for the development of the mobile apps. This phase takes at least two weeks.
- ✓ **Build & Beta Test Phase:** This phase completes OEC's build of the mobile apps and the State's live testing of mobile app Beta versions, providing feedback to OEC. This phase takes at least two months.
- ✓ **Release Phase:** This phase completes OEC's update of the mobile apps based on Beta Test feedback and public release of the mobile apps to the Google Play and Apple Stores. This phase takes at least one month.

This offering is applicable to states with some or all of the following challenges:

- ✓ Quick electronic reference for regional channel data
- ✓ Electronic listing of mutual aid channels
- ✓ Electronic situational area maps
- ✓ Electronic listing of technical support contacts and COMU personnel
- ✓ Electronic formal procedures for interoperable communications equipment requests

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ TIC-FOG update
- ✓ High resolution imagery or tables included in eFOG

Technology

Broadband Strategic Planning Support and Education

Type of TA Offering:	Workshop / Seminar
Stakeholders/Audience:	SWICs and Mid – Senior Public Safety Personnel

Offering Overview

Over the last five years, OEC/ICTAP has been assisting states with planning efforts related to the use of broadband mobile data for public safety. In developing strategies for broadband, OEC has encouraged states to consider both the existing use of commercial networks as well as the implementation of FirstNet services. This offering is a half day presentation seminar for mid to senior level officials about the policy and operational implications of public safety broadband. It is designed to help state/local and tribal officials understand the current capabilities of mobile data to improve incident response using examples of operational best practices and lessons learned.

This offering is applicable to states with some or all of the following challenges:

- ✓ Locality specific data requirements
- ✓ Undefined multi-state regional requirements
- ✓ Long Term Evolution (LTE) technology awareness

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Multi-state regional requirements
- ✓ Increased LTE awareness

Technology

Mobile and Fixed Site Data Use Assessment for Planned and Unplanned Events

Type of TA Offering:	Data Coverage Analysis / Interviews / Data Collection
Stakeholders/Audience:	SWICs and Public Safety Personnel

Offering Overview

In this service offering, OEC/ICTAP will conduct a full analysis of the use of mobile data devices and applications during a planned event or following a real-world incident. This information is critical to understanding the current requirements for use of private/commercial mobile data during incident responses and may assist the state in implementing FirstNet. The requesting agency will receive an after-action report that includes an improvement plan with technical and operational recommendations.

This offering is applicable to states with some or all of the following challenges:

- ✓ Accountability for participating agencies and number/types of devices
- ✓ Procedures for data coordination and prioritization
- ✓ Undetermined peak and total data usage requirements

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ After Action Report
- ✓ Analysis and interpretation of data results
- ✓ Geographic Information System (GIS)
- ✓ GIS mapping of mobile data usage
- ✓ Recommendations/Improvement Plan

Technology

Leveraging Broadband Technologies and Data Operability/Interoperability in Support of Public Safety (OP-BRBDATA)

Type of TA Offering:	Data Coverage Analysis / Interviews / Data Collection
Stakeholders/Audience:	SWICs and Public Safety Personnel

Offering Overview

This offering assists public safety professionals in identifying communication specific requirements associated with the selection and implementation of broadband related technologies into the public safety architecture within a specific geographic area. The blended seminar and workshop stresses how various factors influence technology selection and provides participants the tools and opportunity to create agency specific templates and matrices. This seminar runs for one full day and will include lecture material and break-out work groups to address broadband data topics such as:

- ✓ Governance and standard operating procedures
- ✓ Information and data requirements
- ✓ Transport and network needs
- ✓ Information sharing/awareness technologies and systems
- ✓ Subscriber devices
- ✓ Personnel and security considerations
- ✓ Interoperability

This seminar can accommodate an audience of any size, subject to space and seating availability. It focuses on personnel who are tasked with identifying, purchasing, or implementing public safety related broadband technologies. Both public safety and public service agencies including law enforcement, fire, hospitals, public works, emergency medical services, within an urban area, county or other geographic area are welcome. Communications personnel will gain a deeper perspective on how broadband technologies may be selected and adapted into existing and future public safety architectures.

This offering has grown out of the Major Cities Chiefs Association (MCCA) observations and technical assistance provided to the MCCA technology subcommittee and states. This offering will function as an assessment among the four key disciplines in major urban areas and other locations (UASI/non-UASI; fire, law enforcement, EMS, and public works) to assess how they use both non-mobile and mobile wireless data.

Technology

<i>Next Generation 9-1-1 / Strategic Planning Support</i>	
Type of TA Offering:	Data Collection / Draft Plan
Stakeholders/Audience:	SWICs, 9-1-1 Operators / Public Safety Answering Point (PSAP) Personnel and State Officials

Offering Overview

This service offering is intended for 9-1-1 operators, communications personnel, and state officials who are interested in learning about Next Generation 9-1-1 (NG9-1-1), technical and procedural challenges associated with integrating digital communications into their day-to-day operations, and in strategic planning for implementing NG9-1-1.

NG9-1-1 is a system comprised of hardware, software, data and operational capabilities and procedures which continue to evolve. As NG9-1-1 networks replace circuit switched 9-1-1 networks, PSAPs/9-1-1 centers need to be prepared to incorporate technologies such as voice over IP (VoIP) 9-1-1 calls, text messages, images and video, telematics data, building plans and medical information over a common data network. PSCC call takers and dispatch personnel will have to move from a business process of handling incoming calls channeled through a single mode to processing and disseminating multi-media inputs received in multiple modes, and support communications and data transfer across county, state, and international borders as well as various emergency response disciplines and agencies. In addition, managers and senior personnel need to be familiar with the rapidly evolving technologies.

This offering is applicable to states with some or all of the following challenges:

- ✓ Standardized interfaces from call and message services
- ✓ Processing non-voice (multi-media) messages
- ✓ Integrating data useful for call routing and handling
- ✓ Delivery of calls/messages and data to appropriate PSAPs
- ✓ Supporting data and communications needs for coordinated incident response and management

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Technology transition, integration, and deployment
- ✓ Technology assessments for call handling and processing
- ✓ Regulatory legislative issues, funding and planning
- ✓ Draft Plan
- ✓ CAD to CAD transition support
- ✓ CAD to RMS transition support

Technology

9-1-1/PSAP Cyber Awareness and Assessment (OP-911PSAPCYBR)

Type of TA Offering:	Webinar
Stakeholders/Audience:	SWICs, 9-1-1 Operators / Public Safety Answering Point (PSAP) Personnel and State Officials

Offering Overview

As the hub for communications between multiple public safety agencies and the public, PSAPs provide both 9-1-1 call answering and dispatch functions. The components making up this service can be numerous exposed to networks, devices, and actors and the cybersecurity vulnerabilities that come with them. The criticality of 9-1-1/PSAP functions (including computer aided dispatch) and PSAP functions to emergency response means cyber-attacks could result in large-scale impacts, making them a potential target for those looking to disrupt public safety services or just desiring to create mischief. This cyber threat to public safety is real and well documented.

In partnership with the CS&C Stakeholder Engagement and Cyber Infrastructure Resilience (SECIR) Cyber Security Advisor (CSA) program, OEC ICTAP offers a customizable and specifically scheduled webinar or onsite assessment to inform public safety officials, managers and technical staff involved with 911 dispatch/PSAP operations, and present individuals associated with 911 and PSAPs about the numerous, critical aspects of cyber security and how they relate to those functions.”

To combat these threats, PSAP functions need to employ a comprehensive set of strategic, operational, and technological measures. An overall approach to cyber security requires much more than implementing just a technology solution. Attendees will be introduced to aspects that comprise an ‘overall agency’ approach including:

- ✓ Cybersecurity governance structures, policies, and procedures
- ✓ Legal and regulatory frameworks
- ✓ Funding
- ✓ Training and awareness

In addition, OEC ³ will introduce components that make up the technical and operational aspects, such as building security, use of passwords, telephony denial of service attacks, recognizing phishing and social engineering overtures, vendors’ physical and network access to systems and ways to establish technical procedures.

The webinar is focused at the local or regional level. This will allow for discussion around specifics that pertain to attendees’ environment and the identification of relevant technical assistance offerings such as a Cyber Snapshot planning workshop and/or a NIST 800 series framework session, and other resources to assist the agency in addressing cybersecurity needs going forward. Webinars are 90 minutes long and may be customized to stakeholder needs.

³ OEC coordinates with SECIR CSAs at the local and DHS headquarters level prior to initiating this TA engagement.

Technology

<i>Alerts and Warnings</i>	
Type of TA Offering:	Workshop
Stakeholders/Audience:	SWICs, Emergency Management, Public Safety Command/Leadership, and Communications Personnel

Offering Overview

Alerts and warning systems are essential for expeditiously and effectively delivering emergency notifications to a large subset of people. They are critical for jurisdictions/institutions to advise impacted agencies, inform the populace regarding threats, and provide safety protocol/instructions to protect the public and keep them out of harm's way.

This 4-hour introductory Alerts and Warning training is designed to assist emergency managers, public safety command/leadership, communications center/dispatch supervisory personnel (9-1-1), and other authorized operations centers responsible for providing timely emergency and life-safety information (both internally and to the public) to fulfill this critical function.

OEC's Alerts and Warnings workshop provides stakeholders an awareness of the alerts and warning systems available to local, state, federal, tribal, and territorial authorities; to include an overview of Federal Emergency Management Agency (FEMA's) Integrated Public Alert and Warning Systems (IPAWS), Wireless Emergency Alerts (WEA), the Emergency Alert System (EAS), and the National Oceanic and Atmospheric Administration (NOAA) Weather Radio and other public alerting systems.

This offering provides the following information:

- ✓ Explaining the need and potential use cases for public and internal agency notifications
- ✓ Capability requirements and reviewing the specifications of available systems
- ✓ Interfacing and establishing interagency system sharing agreements with regional first responder and emergency management agencies
- ✓ Developing an emergency plan/SOP to establish governance and system utilization protocols, and administrative responsibilities
- ✓ Establishing criteria and potential use scenarios for activation/sending alert messages
- ✓ Identifying internal/external target audience/developing distribution/contact lists
- ✓ Preparing and formatting accurate, appropriate and accessible warning messages
- ✓ Selecting the proper communications mode(s) to deliver the message
- ✓ Examining factors influencing public and media response to warning messages
- ✓ Training personnel and system testing and exercises
- ✓ Reviewing on-going system maintenance and database upkeep requirements

Customized support for this offering may look different to meet each state's unique needs. Potential design options, outcomes and deliverables may include:

- ✓ Risk analysis notification checklists
- ✓ Emergency plan/SOP template
- ✓ Information and compendium of links to IPAWS and other notification systems
- ✓ Specific EAS contacts, plans, policies, and procedures

Technology

LMR/LTE Communications Systems Engineering Support (ENG-LMR/LTE)

Type of TA Offering:	Radio Frequency (RF) Engineering and Security
Stakeholders/Audience:	SWICs and RF Communications System Management Agencies

Offering Overview

Technical assistance support provided by OEC ICTAP will utilize the requesting agency's LTE system equipment and test equipment provided by OEC that will assist by automating the measurement process including signal strength, signal coverage, push to talk, and coverage measurements.

Equipment and instruments used by OEC for the LTE Testing and Analysis provide real world data analysis of wireless networks for in-building and outdoor coverage.

LTE coverage testing, and analysis is used to:

- ✓ Define and refine system coverage requirements
- ✓ Supplement baseline coverage studies
- ✓ Provide supplemental information related to network operator assurance testing of LTE devices
- ✓ Provide in-building and outdoor coverage measurements including assistance in locating interfering signals
- ✓ Assist with system optimization as well as ongoing maintenance

Technology

<i>Encryption Planning and Usage</i>	
Type of TA Offering:	Workshop with educational component and baseline data collection, which is followed up with analysis and planning sessions (as needed)
Stakeholders/Audience:	SWICs, RECCWGS, LMR System Operators, Public Safety Command/Leadership, and Communications Personnel

Offering Overview

Understanding the technical aspects of encryption can be very complex and confusing. Whether it's a single community, regional, statewide or an intrastate issue, laying a solid foundation for the use of encryption is essential to developing an interoperable, successful and lasting encryption program.

In addition to providing a basic overview of encryption and its technical aspects, OEC's encryption workshop will also provide stakeholders an awareness of the encryption support that is available to local, state, federal, tribal and territorial authorities.

This offering provides the following information:

- ✓ Explaining the basics of encryption.
- ✓ Explaining more technical aspects of encryption.
- ✓ Establishing criteria and potential use scenarios for use of encryption.
- ✓ Facilitating discussion amongst users to gauge willingness to participate in a coordinated encryption effort.
- ✓ Surveying users to determine current encryption capabilities (fixed equipment and subscriber devices) and to determine current and future needs
- ✓ Identifying the capability requirements and reviewing the specifications of available hardware
- ✓ Identifying MOAs or MOUs that are necessary for implementation.
- ✓ Reviewing on-going system maintenance and database upkeep requirements

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Equipment, encryption basic use analysis
- ✓ Encryption system SOP template (equipment for subscriber units and rules of use)
- ✓ Information about CBP / National Law Enforcement Communications Center (NLECC) and develop a plan to coordinate work between the state and NLECC
- ✓ Multiple factor encryption survey for participating agencies.

Training & Exercises

Communications Unit Exercise (COMMEX)⁴ for COMU Trainees

Type of TA Offering:	Communications Focused Functional Exercise
Stakeholders/Audience:	COML, COMT, INCM, INTD and RADO Trainees

Offering Overview

The COMMEX is a follow on to the Communications Unit Leader (COML), Communications Unit Technician (COMT), Incident Communications Center Manager (INCM), Incident Tactical Dispatcher (INTD and Radio Operator (RADO) training courses. ⁵ It provides an opportunity for COML, COMT, INCM, INTD and RADO trainees to demonstrate proficiency and complete requirements in the respective Position Task Books (PTB).

Public safety professionals who have completed a COML, COMT, INCM, INTD or RADO course must complete a series of competency tasks in their PTB as the next step in becoming a certified COML, COMT, INCM, INTD or RADO for their agency. In this one-day exercise, tasks are designed to simulate challenges COMU trainees will encounter during an incident. The exercise can be repeated on a second day to double the number of trainees that are afforded an opportunity to complete their PTB. The number of COMU trainees will be customized to meet the state's needs during the scoping call and Initial Planning Meeting (IPM).

At the end of the exercise, locally recognized COMLs/COMTs sign off tasks within the PTB for trainees who have successfully demonstrated their proficiency at completing the task(s). Recognized COMLs can sign off COML, INCM, INTD and RADO trainees. Recognized COMTs can sign off COMT trainees. If the requesting jurisdiction does not have qualified COMLs/COMTs, OEC/ICTAP will help the requestor identify qualified personnel to sign off the PTBs.

This offering allows states to:

- ✓ Provide opportunities for COML, COMT, INCM, INTD, RADO and/or ITSL trainee proficiency testing
- ✓ Conduct state recognition and certification programs
- ✓ Increase utilization of recently trained COMU personnel
- ✓ Integration of COMU personnel into the Incident Command System (ICS)

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Completion of PTBs for recently trained COMU personnel
- ✓ Increased utilization of COMU personnel

⁴This exercise is structured under HSEEP guidelines.

⁵Participants must have successfully completed the appropriate COMU training.

Training & Exercises

Communications Focused Exercises⁶

Type of TA Offering:	Tabletop, Functional and Full-Scale Exercises
Stakeholders/Audience:	Public Safety Professionals

Offering Overview

Exercises and operational assessments are important tools to assess, train for, and practice mitigation, prevention, response, and recovery capabilities. Frequently, communications are either omitted from or only notionally included in exercises or in operational assessments. To best approximate a real operational environment, exercises should thoroughly incorporate and evaluate available communications procedures, tools, and personnel in each multi-agency, multi-discipline, and multi-jurisdictional training/testing opportunity.

OEC/ICTAP provides exercise assistance and expertise for:

- ✓ Tabletop Exercises (TTX)
- ✓ Functional Exercises (FE)
- ✓ Full Scale Exercises (FSE)

This offering is applicable to states with some or all of the following challenges:

- ✓ Designing, conducting, and evaluating communications-focused public safety/service discussion-based and functional exercises
- ✓ Evaluating communications capabilities at full scale exercises
- ✓ Preparing communications-focused scenarios and injects for pre-planned exercises
- ✓ Pre-planning for interoperable, emergency communications for special events
- ✓ Assessing COMU trained personnel on-site operational procedures relating to communications tasks in their respective position task books

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Initial, mid and final planning meetings
- ✓ Logistics checklist
- ✓ Exercise Plan (EXPLAN)
- ✓ Master Scenario Events List (MSEL)
- ✓ After Action Report/Improvement Plan (AAR/IP)

⁶This exercise is structured under HSEEP guidelines.

Training & Exercises

Communications Focused Drill / Activities

Type of TA Offering:	Hands on Communications Performance Drill Activities
Stakeholders/Audience:	Key Public Safety Communications Personnel

Offering Overview

This service offering provides exercise planning and evaluation support for emergency communications drills to requesting sites/entities. Upon request, OEC/ICTAP evaluators and observers can supplement on-site staff to support and assist in evaluation of Communications Unit personnel on mobile communications units, communications support equipment, audio gateways, digital network communications equipment, and unique modes of communication such as High Frequency (HF), satellite, air-to-ground and marine communications. Drills may consist of actual and/or simulated activities, which can be customized to meet the specific requirements of the requesting site/entity.

Participants will be presented with tasks at individual stations and asked to provide technical solutions to address specific incident needs or challenges. Participants will also be required to resolve communications-related issues and problems that arise during the drill.

A typical venue to conduct communications drills would be in conjunction with events such as a Mobile Communications Unit “rodeo” or “rally” during which multiple vehicles and teams assemble from across a region or state. Mobile Communications Unit events offer participating agencies an opportunity to test their equipment and capabilities and to learn more about resources within their region or state. The drills can potentially involve all COMU positions.

This offering is applicable to states with some or all of the following challenges:

- ✓ Maintaining proficiency with specific communications equipment
- ✓ Incorporating new technology for public safety personnel
- ✓ Maintaining readiness and interoperable communications
- ✓ National Security and Emergency Preparedness (NS/EP) awareness

Customized support for this offering may look different to meet each state’s unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Operator proficiency
- ✓ Communications capabilities
- ✓ Multi-agency/jurisdiction communications interoperability
- ✓ Public safety response level emergency communications

Training & Exercises

Communications Focused Exercise Design and Planning

Type of TA Offering:	Workshop to Develop Communications Focused Exercises
Stakeholders/Audience:	Key Public Safety Communications Personnel

Offering Overview

This service offering provides public safety communications and exercise design specialists an opportunity to learn how to incorporate communications into operations-based and discussion-based public safety exercises. The seminar stresses voice and data communications and discusses how best to build these components into exercises of all varieties. This seminar runs for one full day. All discussions are framed within the guidelines of the Homeland Security Exercise and Evaluation Program (HSEEP).

This seminar can accommodate an audience of any size, subject to space and seating availability. It focuses on exercise design and planning personnel who are tasked with executing both operational and discussion-based exercises. Both public safety and public service agencies including law enforcement, fire, hospitals, public works, emergency medical services, etc. are welcome. Public safety communications personnel will gain a deeper perspective on exercise design and learn how to integrate communications objectives into both communications-focused and operational exercises.

Exercise planners will gain insight into how voice and data communications affect exercise “play.” Attendees should be familiar with public safety exercises in their jurisdictions and have roles in the planning and design of exercises. Exercise design training such as HSEEP courses, FEMA on-line independent study courses or the FEMA Master Exercise Practitioner (MEP) Program are recommended but not required.

This offering is applicable to states with some or all of the following challenges:

- ✓ Understanding the exercise planning process
- ✓ How to incorporate communications elements into exercises
- ✓ Identifying the “right” participants
- ✓ Developing ideal scenarios
- ✓ Developing After Action Reports/Improvement Plans (AARs/IPs)

Customized support for this offering may look different to meet each state’s unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ HSEEP design guidelines
- ✓ HSEEP elements, exercise, design, development, conduct, evaluation and improvement planning
- ✓ Post exercise AAR/IP Meeting guidelines

Training & Exercises

<i>Communications Unit Leader (COML) Course (All-Hazards)</i>	
Type of TA Offering:	Three Day Course (30 student maximum)
Stakeholders/Audience:	Emergency Response Personnel with a Technical Communications Background

Offering Overview

This service offering is designed for all state/territory, tribal, regional, and local emergency response professionals and for support personnel with a communications background. It is designed to familiarize these professionals with the role and responsibilities of a COML under the National Incident Management System (NIMS) Incident Command System (ICS) and to provide hands-on exercises that reinforce the lecture materials. OEC and FEMA/Emergency Management Institute (EMI) offer this course jointly as “L0969, All-Hazards Position Specific Communications Unit Leader.”⁷

Under the NIMS ICS structure, a COML is the focal point within the Communications Unit. This course provides DHS-approved and NIMS-compliant instruction to ensure that every state/territory has trained personnel capable of coordinating on-scene emergency communications during a multi-jurisdictional response or planned event. OEC/ICTAP instructors are approved by DHS and have had extensive experience as COMLs.

The course is presented with facilitated lectures, hands-on activities, and extensive interactive discussions. OEC/ICTAP instructors work through the discussions and activities to explain in detail the processes used to achieve communication operability, interoperability, and how to incorporate additional communications solutions.

This course must have a minimum of 15 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ A public safety background with experience in field operations
- ✓ A technical communication backgrounds
- ✓ Awareness of fundamental public safety communications technology
- ✓ Basic knowledge of applicable communications plan

Must have the following courses from the FEMA/EMI website: On-line course completion

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

(Continued on next page)

⁷ For any OEC/ICTAP COMU training course (COML, COMT, INCM, INTD, RADO, AUXCOMM) SWICs are encouraged to notify the State Training Officer (STO) prior to its start to ensure the course is documented in state training files.

Training & Exercises

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate ICS for Expanding Incidents, is required
- ✓ ICS-400, Advanced ICS Command and General Staff Complex Incidents, is recommended, but not required

SPECIAL NOTE: FEMA offers this course via a request from the State Training Officers (STO). The required course request, to either FEMA/EMI or OEC, must be completed and submitted at least 45 days before the requested course start date in order to process and register the course in the FEMA/EMI database as FEMA has the administrative responsibility for this course. The SWIC will also complete and sign a student verification form. This form will be sent to OEC ICTAP at least 15 days prior to the course start date. It is used to confirm all course prerequisites have been fulfilled by those students proposed for the training. The SWIC/POC will also identify the students' public safety agency affiliation. For OEC technical assistance, the SWIC/POC will ensure each student has completed a FEMA Form 119-25-1 "General Admissions Application" before the course and submit it electronically to the ICTAP COMU Training Coordinator. The ICTAP COMU Training Coordinator is responsible for submitting the COML Course Completion Package to FEMA EMI after the course in order to ensure students receive their course completion certificate from FEMA.

Training & Exercises

<i>Communications Unit Technician (COMT) Course</i>	
Type of TA Offering:	Five Day Course (16 student maximum)
Stakeholders/Audience:	Emergency Response Personnel with a Technical Communications Background

Offering Overview

This class provides introductory and refresher training for the NIMS ICS COMT position. It introduces public safety professionals and support staff to various communications concepts and technologies including interoperable communications solutions, LMR communications, satellite, telephone, data, and computer technologies used in incident response and planned events. Participants develop the essential core competencies required for performing the duties of the COMT in an all-hazards incident, including responsibilities while operating in a local, regional, or state-level All-Hazards Incident Management Team.

The course is instructor-led and supports learning through discussion, lecture, participation in multiple activities, and hands-on lab work to explain processes used for establishment and operation of the technical communications resources for an incident or planned event. The course provides a realistic, hands-on approach to mastering the tasks and skills of a COMT. It is designed for state/territory, tribal, urban, and local emergency response professionals and support personnel in all disciplines who have a technical communications background.

This class is taught by OEC/ICTAP instructors who have both practitioner and COMU experience. Prior to the on-site class, OEC/ICTAP staff will work with the requesting site to incorporate communications technologies in use by the participants' agencies. SWICs are encouraged to notify the STO prior to its start to ensure the course is documented.

The course must have a minimum of 8 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ A public safety background with experience in field operations
- ✓ A technical communication backgrounds
- ✓ Awareness of fundamental public safety communications technology
- ✓ Basic knowledge of applicable Communications Plan

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)
- ✓ Familiarity with the pre-course reading materials

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

Training & Exercises

<i>Incident Tactical Dispatcher (INTD) Training (All-Hazards)</i>	
Type of TA Offering:	Four Day Course (20 student maximum)
Stakeholders/Audience:	Experienced Dispatchers who are familiar with the Incident Command System

Offering Overview

An Incident Tactical Dispatcher is a specially trained individual qualified to operate in a command post, base camp or at the incident scene in support of a specific incident or tactical operation. Incident Tactical Dispatchers leverage the multi-tasking, communication, accountability and documentation skills of successful telecommunicators to provide public safety communications expertise and support at planned events and extended incidents such as hostage situations, multi-alarm fires, search and rescue operations, bombings, and active shooter incidents. Incident Tactical Dispatchers may support the Communications Unit as a single resource or as part of an incident tactical dispatch team. This course provides a basic understanding for the roles and responsibilities of an incident tactical dispatcher working in a tactical environment.

The course provides a realistic, hands-on approach to mastering the tasks and skills of an Incident Tactical Dispatcher. This course is designed for experienced dispatchers who are familiar with the Incident Command System and dispatch operations. This course is four days long with an end of course INTD exercise on the fourth day. It is limited to 20 students. Each attendee participates in hands-on training exercises and receives a position task book.

The course must have a minimum of 10 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ A public safety background with three years of experience in dispatch operations
- ✓ Awareness of fundamental public safety communications technology

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-144, Telecommunicators Emergency Response Taskforce (TERT) Basic Course
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is also recommended, but not required

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

Training & Exercises

Information Technology Service Unit Leader Training Course “Pilot” (TRG-ITSL)

Type of TA Offering:	Five Day Course (20 student maximum)
Stakeholders/Audience:	Emergency Response Personnel with a Technical Communications Background

Offering Overview

The requirement to access broadband data with sufficient bandwidth during incidents or events has increased exponentially in recent years. This has spurred the requirement for personnel with highly specialized knowledge and expertise, to include an Information Technology Service Unit Leader (ITSL). The ITSL is needed to provide information management, cybersecurity, and application management for the many critical incident/event related functions, to include: Incident/Unified Command Post, Incident Communications Centers, and various tactical operations centers, joint information center (JIC), staging areas, and field locations. The critical need for sufficient access to data, applications, and systems has been reconfirmed during observation of recent ICCAP events which have revealed the widespread and well-established use of a variety of means by individual agencies to access mobile data. However, the coordinated sharing of this data across agencies and jurisdictions is significantly less mature and poses a significant interoperability challenge.

To meet this need, OEC has developed the IT Service Unit Leader course. The ITSL course targets Federal, state/territory, tribal, urban, local, and emergency response professionals, and support personnel in all disciplines with a communications background and an aptitude for and extensive experience in information technology.

Specifically, the training course provides an overview of the ITSL components including Communications/IT Help Desk or Unified Help Desk, IT Infrastructure Manager, Network Manager. It covers their roles and responsibilities and provides an in-depth overview with exercises for the ITSL’s major functions, to include ensuring reliable and timely delivery of IT services to participating agencies and officials.

The course must have a minimum of 10 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ A public safety background with experience in field operations and/or experience providing information technology solutions to support public safety operations
- ✓ Awareness of fundamental public safety broadband and wireless communications technology

Training & Exercises

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses from the Federal Virtual Training Environment (FedVTE) website: <https://fedvte.uslearning.gov/>⁸

- ✓ Network Layer 1 & 2 Troubleshooting

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents
- ✓ ICS-400, Advanced ICS Command and General Staff Complex Incidents, is also recommended, but not required

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

⁸ To access the FedVTE website students must first be registered as an authorized user on the site. Authorized users include U.S. government employees, military members, federal contractors, and veterans.

Training & Exercises

<i>Incident Communications Center Manager (INCM) Training</i>	
Type of TA Offering:	Three Day Course (20 student maximum)
Stakeholders/Audience:	COMLs, Dispatch Supervisors, Public Safety Communications Professionals

Offering Overview

COMLs and COMTs are not the only communications professionals who manage the communications needs of the incident. For some incidents, the COML establishes an Incident Communications Center staffed with Radio Operators to provide communications support for operations. Once radio personnel are on scene, it becomes important for an Incident Communications Center Manager (INCM) to be assigned for coordination purposes and to avoid span-of-control issues.

The All-Hazards Incident Communications Center Manager course is designed to prepare Communication Unit Leaders, dispatch supervisors and public safety communication professionals for managing all functions in the Incident Communications Center. The course is taught by instructors with experience in dispatch operations, COML and INCM. This 3-day course is limited to 20 students. Each attendee participates in hands-on training exercises and receives a position task book.

The course must have a minimum of 10 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ Awareness of fundamental public safety communications technology

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-144, Telecommunicators Emergency Response Taskforce (TERT) Basic Course
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is also recommended, but not required

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

Training & Exercises

<i>Radio Operator (RADO) Training</i>	
Type of TA Offering:	Two Day Course (20 student maximum)
Stakeholders/Audience:	Emergency Response Personnel who are familiar with the Incident Command System

Offering Overview

This class provides hands-on and lecture-based training for the All-Hazards ICS RADO position. It introduces public safety professionals and support personnel to various Radio Operator concepts including radio etiquette, interoperable communications, dispatch operations and emergency communications procedures. Participants develop the essential core competencies used during incident response and planned events to perform the duties of the RADO in an all-hazards environment including communications support for public safety, wildfire, marine, aviation and HF radio communications. The responsibilities of an All-Hazards RADO can include staffing the Incident Communications Center, monitoring radio traffic, and base station operations for emergency operations centers, hospitals, dispatch centers and non-governmental organizations supporting civil emergency response at the state, local or regional level.

The course provides a realistic, hands-on approach to mastering the tasks and skills of an All-Hazards RADO. It is designed for emergency response professionals and support personnel in all disciplines who have a basic understanding of the all-hazard ICS communications unit. This course is two days long and is limited to 20 students. Each attendee participates in hands-on training exercises and receives a position task book.

The course must have a minimum of 10 vetted/qualified students identified in advance prior to the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ Awareness of fundamental public safety communications technology

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate Incident Command System (ICS) for Expanding Incidents, is also recommended, but not required

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

Training & Exercises

Auxiliary Communications (AUXCOMM) Training

Type of TA Offering:	Two- or Three-Day Workshop (30 student maximum)
Stakeholders/Audience:	Licensed Amateur Radio Operators

Offering Overview

This class is designed for auxiliary communicators and groups who volunteer to provide backup radio communications support to public safety agencies. Typically, this includes amateur radio and Radio Emergency Associated Communications Team (REACT) communicators and other types of volunteer communicators.

Volunteer communications operators/groups, using amateur radio, have been providing backup communications to public safety for nearly 100 years. Event planners, public safety officials, and emergency managers at all levels of government utilize their services. Often, amateur radio services have been used when other forms of communications have failed or have been disrupted. Today, nearly all of the states/territories have incorporated some level of participation by amateur radio auxiliary communication operators into their TICPs and SCIPs.

This course focuses on auxiliary communications interoperability, the relationship between the COML and the volunteer, emergency operations center (EOC) etiquette, on-the-air etiquette, Federal Communications Commission (FCC) rules and regulations, auxiliary communications training and planning, and emergency communications deployment. It is intended to supplement and standardize an operator's experience and knowledge of emergency amateur radio communications in a public safety context.

The course must have a minimum of 15 qualified students identified in advance of the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ An active FCC amateur radio license
- ✓ Past experience in auxiliary emergency communications
- ✓ An affiliation with a public safety agency
- ✓ A desire to work with COMLs in a NIMS/ICS environment

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

SPECIAL NOTE: The SWIC (or designated point of contact [POC]) must submit to OEC a completed student verification form at least 15 days prior to the start date of the class.

Training & Exercises

Auxiliary Communications (AUXCOMM) Train-the-Trainer (TtT) Course

Type of TA Offering:	Two Day Workshop (10 student maximum)
Stakeholders/Audience:	Licensed/Experienced Amateur Radio Operators

Offering Overview

This service offering helps states/territories create a self-sustaining AUXCOMM training program by providing instructor training to individuals who have completed the AUXCOMM course, the COML course, the COML Position Task Book (PTB), and the COML TtT course, and have had a General Class FCC (or higher) amateur radio operator license for at least three years. This course helps attendees develop essential core competencies required for teaching the course within their own state. This course supports learning through discussion, lecture, participation in multiple activities and students teaching portions of the approved basic curriculum. This methodology provides a realistic, hands-on approach to mastering the skills of instructing the AUXCOMM course.

AUXCOMM Train-the-Trainer (TtT) training should be completed by personnel who are assigned to function in an AUXCOMM position for a public safety entity and are interested in teaching the AUXCOMM course. Through experience and training, participants must demonstrate a working knowledge of ICS and duties associated with the various COMU positions. Students must already be experienced in delivering adult education.

This course focuses on teaching auxiliary communications interoperability, the relationship between the COML and the volunteer, emergency operations center (EOC) etiquette, on-the-air etiquette, Federal Communications Commission (FCC) rules and regulations, auxiliary communications training and planning, and emergency communications deployment. It is intended to train COMLs who are also AUXCOMM volunteers to become OEC Recognized, State Sponsored AUXCOMM instructors.

The course must have a minimum of eight qualified students identified in advance of the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ An active FCC amateur radio license, General Class or higher, that's been valid for at least the past three years
- ✓ Past experience in auxiliary emergency communications
- ✓ An affiliation with a public safety agency
- ✓ A desire to work with COMLs and Auxiliary Communicators in a NIMS/ICS environment

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Training & Exercises

Must have completed formal adult education in one of the following fields:

- ✓ National Fire Academy's Educational Methodology Course
- ✓ National Wildfire Coordinating Groups Facilitative Instructor (M-410) Course
- ✓ Center for Domestic Preparedness Instructor Training Certification Course
- ✓ Equivalents (i.e. FEMA E/L0141, Instructional Presentation and Evaluation Skills, Total Army Instructor Training Course; Small Group Instructor Training Course; G265 Basic Instructional Skills Course, etc.)
- ✓ State Certified Level II of higher Fire, Rescue, and/or EMS Instruction (10341)
- ✓ State Certified Teaching Certificate
- ✓ Advanced degree in education, educational psychology, technical education, or related program
- ✓ SWIC and STO endorsement as a future AUXCOMM instructor in the state of residence

Must have completed the most current versions of the on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Incidents
- ✓ IS-700, National Incident Management System (NIMS), an Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the most current courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate ICS for Expanding Incidents course completion certificate
- ✓ ICS-400, Advanced ICS for Command and General Staff course completion certificate
- ✓ Current version of the OEC Auxiliary Communications (AUXCOMM) course

SPECIAL NOTE: OEC will vet each of the students' certificates who would like to attend this course. This course will not be conducted until at least eight students have been completely vetted by OEC.

Training & Exercises

Communications Unit Leader (COML) Train-the-Trainer (TtT) Course

Type of TA Offering:	Three Day Course (10 student maximum)
Stakeholders/Audience:	COMLs with Completed Position Task Books

Offering Overview

This service offering helps states/territories create a self-sustaining COML training program by providing instructor training to individuals who have completed the basic COML course and the Position Task Book (PTB). This course helps attendees develop essential core competencies required for teaching the course within their own state. This course supports learning through discussion, lecture, participation in multiple activities and students teaching portions of the approved basic curriculum. This methodology provides a realistic, hands-on approach to mastering the skills of instructing the COML course.

COML Train-the-Trainer (TtT) training should be completed by personnel who are assigned to function in a COML position and are interested in teaching the COML course. Through experience and training, participants must demonstrate a working knowledge of ICS and duties associated with the various COMU positions. Students must already be experienced in delivering adult education.

The course must have a minimum of eight qualified students identified in advance of the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ A completed FEMA Form 119-25-1, General Admissions Application, to the FEMA/EMI course registrar
- ✓ OEC or FEMA/EMI COML course completion certificate from the three-day OEC or FEMA/EMI COML course
- ✓ Signature page from the COML PTB dated within three years of taking the COML course

Must have completed formal adult education in one of the following fields:

- ✓ National Fire Academy's Educational Methodology Course
- ✓ National Wildfire Coordinating Groups Facilitative Instructor (M-410) Course
- ✓ Center for Domestic Preparedness Instructor Training Certification Course
- ✓ Equivalents (i.e. FEMA E/L0141, Instructional Presentation and Evaluation Skills, Total Army Instructor Training Course; Small Group Instructor Training Course; G265 Basic Instructional Skills Course, etc.)
- ✓ State Certified Level II of higher Fire, Rescue, and/or EMS Instruction (10341)
- ✓ State Certified Teaching Certificate
- ✓ Advanced degree in education, educational psychology, technical education, or related program
- ✓ SWIC and STO endorsement as a future COML instructor in the state of residence

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Training & Exercises

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Action Incidents
- ✓ IS-700, National Incident Management System (NIMS), An Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate ICS for Expanding Incidents course completion certificate
- ✓ ICS-400, Advanced ICS for Command and General Staff course completion certificate

SPECIAL NOTE: The FEMA/EMI L949, “Communications Unit Leader Train the Trainer,” is offered by both OEC and FEMA/EMI. FEMA offers the course through the states (typically through the STO). OEC offers this course through technical assistance. Both methods involve submission of a FEMA Form 119-25-1 “General Admissions Form” for each student.

For an OEC technical assistance class, OEC provides the blank Form 119-25-1 to the SWIC (or POC) for students to fill out. These must be returned to OEC at least 45 days before the requested course date in order for OEC to process and register the course in the FEMA database (FEMA/EMI has the administrative responsibility for this course.) The SWIC will also provide a copy of each student’s documented prerequisites to OEC at least 45 days prior to the course start date. OEC maintains documentation of prerequisites on file for each TtT student.

The SWIC/POC will also identify the students’ public safety agency affiliation. At the end of the class, OEC will support the SWIC in forwarding the completed Forms 119-25-1 to FEMA. These instructions are attached in the OEC ICTAP Branch acceptance letter and will be reviewed during the scoping call to set up the class.

Training & Exercises

Communications Unit Technician (COMT) Train-the-Trainer (TtT) Courses

Type of TA Offering:	Five Day Course (10 student maximum)
Stakeholders/Audience:	COMTs with Completed Position Task Books

Offering Overview

This service offering helps states/territories create a self-sustaining COMT training program by providing instructor training to individuals who have completed the basic COMT course and the Position Task Book (PTB). This course helps attendees develop essential core competencies required for teaching the course within their own state. This course supports learning through discussion, lecture, participation in multiple activities and students teaching portions of the approved basic curriculum. This methodology provides a realistic, hands-on approach to mastering the skills of instructing the COMT course.

COMT Train-the-Trainer (TtT) training should be completed by personnel who are assigned to function in a COMT position and are interested in teaching the COMT course. Through experience and training, participants must demonstrate a working knowledge of ICS and the COMU position specific duties associated with the COMT position. Students must already be experienced in delivering adult education.

The course must have a minimum of eight qualified students identified in advance of the course being conducted.

Prerequisites for attendance are: Personal experience

- ✓ OEC COMT course completion certificate from the five-day OEC COMT course
- ✓ Signature page from the COMT PTB dated within three years of taking the COMT course.

Must have completed formal adult education in one of the following fields:

- ✓ National Fire Academy's Educational Methodology Course
- ✓ National Wildfire Coordinating Groups Facilitative Instructor (M-410) Course
- ✓ Center for Domestic Preparedness Instructor Training Certification Course
- ✓ Equivalents (i.e. FEMA E/L0141, Instructional Presentation and Evaluation Skills, Total Army Instructor Training Course; Small Group Instructor Training Course; G265 Basic Instructional Skills Course, etc.)
- ✓ State Certified Level II of higher Fire, Rescue, and/or EMS Instruction (10341)
- ✓ State Certified Teaching Certificate
- ✓ Advanced degree in education, educational psychology, technical education, or related program
- ✓ SWIC and STO endorsement as a future COMT instructor in the state of residence

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Training & Exercises

Must have completed the following on-line courses from the FEMA/EMI website:

- ✓ IS-100, Introduction to the ICS
- ✓ IS-200, ICS for Single Resources and Initial Action Incidents
- ✓ IS-700, National Incident Management System (NIMS), An Introduction
- ✓ IS-800, National Response Framework (NRF)

Must have completed the following courses taught in a classroom setting: In-person classroom instruction

- ✓ ICS-300, Intermediate ICS for Expanding Incidents course completion certificate
- ✓ ICS-400, Advanced ICS for Command and General Staff course completion certificate

SPECIAL NOTE: COMT Train-the-Trainer is offered by OEC ICTAP through technical assistance. The SWIC/POC will submit documentation of the required prerequisites for each student to OEC at least 45 days before the class start date. The SWIC/POC will also identify the students' public safety agency affiliation. These instructions will be attached in the OEC ICTAP Branch acceptance letter and will be reviewed during the scoping call to set up the logistics for the class. At least eight students will have to be OEC vetted prior to this course being scheduled.

Training & Exercises

State-Sponsored, OEC Recognized Communications Unit (COMU) Instruction

Type of TA Offering:	State-Sponsored COML/COMT/AUXCOMM
Stakeholders/Audience:	COMU Trained Personnel

Offering Overview

The State-Sponsored/OEC Recognized Communications Unit (COMU) Instructor Training Program enables a state to use its own OEC-recognized instructors to teach the same OEC/ICTAP curricula utilizing materials provided by OEC. Students receive OEC course completion certificates for COMT and AUXCOMM training, and FEMA/EMI course completion certificates for COML training.

States may want to use their own OEC recognized instructors when training. This gives the state control over their own training programs and helps them develop a pool of communications experts. Students who successfully complete these courses, taught by OEC recognized instructors, receive uniform, nationally-recognized instruction and a DHS course completion certificate. These students will be listed in the Communication Assets Survey and Mapping (CASM) database under the COMU section (<https://casmlnextgen.com>) for their state. This will assist the state in documenting the names and locations of COMLs, COMTs, and AUXCOMM personnel across the state. Course completion certificates indicate successful completion of training and do not equate to a certification or credential. OEC may observe courses on site with prior notification to the SWIC or STO.

The following are general guidelines for the state to conduct a state sponsored course using OEC Recognized Instructors. Questions regarding instructor requirements and conduct of the course can be emailed to COMU@hq.dhs.gov.

OEC Recognized Instructor Requirements

An “OEC recognized instructor” is defined as:

- ✓ An individual who meets, or exceeds, all OEC instructor requirements⁹ for a COMU course.
- ✓ For COML instructors: An individual must have completed the OEC COML Train-the-Trainer (TtT) course after 2011 and be designated as a state recognized instructor for their respective state.
- ✓ For COMT instructors: An individual must have completed the OEC COMT TtT course after 2011 and be designated as a state recognized instructor for their respective state.
- ✓ For AUXCOMM instructors: An individual must have completed the OEC AUXCOMM TtT course and be currently licensed as a General Class amateur radio operator (or above) for the past three years.

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⁹ These requirements are available from the OEC Coordinators.

Training & Exercises

- ✓ A state certified instructor will be in good standing with OEC (and FEMA for COML courses), the SWIC and the STO in the state where they wish to teach.
- ✓ An instructor who provides copies of all their qualifications documentation to OEC who will be the vetting authority, through the SWIC or the STO at least 30 days in advance of any COMT or AUXCOMM course they wish to instruct and at least 45 days in advance of a COML course.
- ✓ A state certified instructor, who is endorsed by both the SWIC and the STO. (A state may have additional requirements beyond what OEC requires.)
- ✓ OEC Recognized instructors must always update their training to the most current versions of the required courses to retain their OEC recognized status.

For those individuals who otherwise meet all requirements except for having completed a TtT course and who a state wants to nominate for OEC recognition, OEC will conduct one COML TtT course and one COMT TtT course annually, assuming that these courses can be filled to capacity.

A minimum of eight individuals and a maximum of 10 is required for the COML TtT, COMT TtT, AUXCOMM TtT courses. Once a space is reserved for a student, the applicant will have seven days to provide prerequisite documentation to OEC to show they have met all course prerequisites. If documentation is not provided, the reservation will be released for reassignment.

State Requirements

States desiring to use this State-Sponsored/OEC Recognized COMU Instruction Program for students to obtain OEC or FEMA course completion certificates, as applicable to the course, will follow the guidelines below:

- ✓ The STO and the SWIC must recommend to OEC individuals from their state who they want to become OEC recognized instructors.
- ✓ The STO and/or SWIC will submit an OEC TA request to OEC through their OEC Coordinator no less than 45 days prior to the start of the state-sponsored COMT or AUXCOMM course or no less than 60 days prior to the start of the state-sponsored COML course. This lead time gives OEC time to approve the TA request and order course materials.
- ✓ The STO/SWIC will ensure that their recommended instructors submit documentation showing completion of all prerequisites to OEC at least 30 days in advance of any COMT or AUXCOMM course and at least 45 days in advance of a COML course.

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Training & Exercises

- ✓ States wishing to use a qualified adjunct instructor¹⁰ to assist with these courses will notify OEC and include the adjunct instructor's qualifications, job title, their associated public safety agency and all documentation showing completion of all OEC instructor prerequisites.
- ✓ All state sponsored requests will require a scoping call be conducted between OEC and the requesting individual.

The OEC TA request should include:

- ✓ Planned dates for the course.
- ✓ The qualified OEC Recognized State-Sponsored Instructors who will teach the course.
- ✓ The location of the course.
- ✓ The state point of contact (the person responsible for course coordination, receipt of course materials and distribution of the course completion certificates to the students) contact information.
- ✓ A statement that the state accepts all responsibility and liability for the course, its students and the instructors.

Guidelines for Course Conduct:

In order to receive course completion certificates, the OEC-recognized instructors will:

- ✓ Obtain all logistical support from the state.
- ✓ Ensure all course documentation (student prerequisites validation, attendee sign-in and attendance sheets, typed class rosters, student evaluations, and trip report) and processes follow OEC/ICTAP course guidelines.
- ✓ Teach the state sponsored COML, COMT or AUXCOMM course without any changes, additions or deletions to the OEC/ICTAP core curriculum. Any additional material the state wishes to have taught must be taught either before or after the OEC curriculum.
- ✓ Send a copy of all student sign-in sheets, the typed class roster, student course evaluations and trip report to OEC, the SWIC and STO.
- ✓ Certify on the typed class roster that the students attended all sessions and successfully completed the course. Course completion certificates will only be provided to students who attend all sessions and successfully complete the course.
- ✓ Maintain copies of all documentation required by the state and OEC in accordance with state retention policies.
- ✓ Ensure an OEC TA Evaluation Form is completed and returned to OEC/ICTAP.

OEC will provide the following support for State-Sponsored COMU Courses:

- ✓ Conduct one national COMT TtT annually when at least eight individual students who meet the prerequisites are identified to attend a course.

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¹⁰To be an "adjunct instructor" means that an individual has met all the requirements of a "recognized" OEC instructor but has not yet had the opportunity to actually teach the course.

Training & Exercises

- ✓ Conduct one national COML TtT course annually when at least eight individual students who meet the prerequisites are identified to attend the course.
- ✓ Maintain a file copy of all certifications/qualifications of OEC recognized instructors.
- ✓ Conduct a logistics call with the instructors.
- ✓ Ship course materials approximately one week prior to the start of the course.
- ✓ Issue OEC course completion certificates via email to the individual students within two weeks of receipt of the certified typed class roster and the OEC TA Evaluation for COMT and AUXCOMM courses.
- ✓ Add the roster of students that have completed the OEC approved state-sponsored COMU course into CASM.

Training & Exercises

<i>Audio Gateway Information and Training (ENG-AG)</i>	
Type of TA Offering:	One-Day Workshop (10 student maximum)
Stakeholders/Audience:	COMU Personnel (COMT & Technical Specialists)

Offering Overview

This offering provides different levels of understanding on analog and digital LMR gateway (i.e., audio bridge) functionality and operations. Participation in all three modules prepares state/territory, tribal, regional, or urban area communications personnel to activate and deactivate various gateway devices.

Training Modules:

- ✓ Gateway Overview. A high-level overview for personnel requiring a basic understanding of audio gateway functionality.
- ✓ Advanced Audio Gateway Operation. Targeted for personnel such as Communications Unit Leaders (COML), Communications Unit Technicians (COMT), and other communication technical specialists who need a more advanced understanding of gateway operations; for example, specific issues such as co-site RF interference.
- ✓ Gateway Hands-on Configuration. This module focuses on specific equipment and is for gateway installers, maintenance technicians, and specialists.

The workshop's lectures, discussions, and practical exercises are focused on the gateways specific to the site and are intended to prepare personnel in a region to quickly activate and deactivate their own equipment. The workshop with all modules is approximately six to eight hours long. Each module builds on previous module(s). The training session can accommodate up to 10 students.

This offering is applicable to states with some or all of the following challenges:

- ✓ Basic understanding of audio gateway functionality
- ✓ Advanced audio gateway operations for COMU personnel
- ✓ Limited operator proficiency
- ✓ Identifying LMR communications interoperability issues

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ High level overview for different audio gateways (e.g. ACU 1000, ISSI and CSSI)
- ✓ Audio gateway integration into ICS operations for COMU personnel
- ✓ Hands on training
- ✓ Techniques for mitigating RF interference

Usage

Operational Communications Assessment, Regional Communications Enhancement Support & Special Event Planning

Type of TA Offering:	On-Site Assessment and Plan Development
Stakeholders/Audience:	SWICs and Public Safety Professionals

Offering Overview

Operational Communications Assessment

All operable and interoperable communications must be efficient and intuitive in order to be effective tools for public safety responders and communications specialists. Operational communications assessments, therefore, ensure that proposed or in-place technologies, plans, and procedures enhance and support operations. OEC/ICTAP presents the results of each assessment through an Operational Assessment Report.

Regional Communications Enhancement Plus

This TA offering helps stakeholders develop usable regional communications enhancement plans that require the collaborative efforts and inputs of local public safety professionals. In order to document the input of all stakeholders and develop a plan in the most efficient and effective manner, the workshop provides an opportunity for stakeholders to define their individual and regional operational needs, identify commonalities between the goals and needs of various stakeholder groups, develop regional migration goals and priorities that capitalize on those commonalities, and establish milestones to facilitate achieving each goal and priority.

Special Event Planning

Large-scale planned events, therefore, require substantial operational planning and preparation to coordinate all public safety participants, to ensure that the event proceeds smoothly, and to prepare to respond to one or more related incidents.

This offering is applicable to states with some or all of the following challenges:

- ✓ Defined scope and authority in existing SOPs
- ✓ Compatibility with other federal, state/territory, tribal, regional, and/or local procedures/plans
- ✓ Responsibility and process for maintenance and update of the plan
- ✓ Training requirements

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ NIMS compliance
- ✓ Compatibility planning/procedures
- ✓ Defined maintenance process plan
- ✓ Established training requirements and schedule
- ✓ National Special Security Events (NSSE) Communications Toolkit¹¹

¹¹ The NSSE toolkit was created by OEC and provides guidance information and helpful tools to assist local, state, and federal officials tasked with preparing for and providing communications support during National Special Security Events.

Usage

<i>Communication Assets Survey and Mapping (CASM) Tool</i>	
Type of TA Offering:	CASM support both on-site and/or via webinar
Stakeholders/Audience:	SWICs, Communications Planners, System Owners, COMU Personnel

Offering Overview

OEC/ICTAP provides, at no-cost to authorized requestors, a secure web-based tool for all public safety agencies to maintain, share, and visualize their radio communications asset information for coordination and planning purposes. This offering provides assistance in establishing, maintaining, and sharing communications resource information in the CASM Tool, as well as training on its operation for interoperability planning.

Currently, CASM stores data regarding over 96,000 agencies nationwide on a secure server with multiple levels of access depending on authorizations. CASM is FISMA compliant with an authority to operate on the DHS secure network. DHS has committed to CASM long term as an officially recognized level 3 system under former CIO management. CASM maintains data about public safety agencies and their radio communications equipment across all public safety disciplines. CASM provides a nation-wide Google-maps based view of agencies, fixed and mobile assets, Federal Communications Commission (FCC) information, as well as coverage plots for associated transceivers.

CASM provides a means to maintain, find, report, and share information about agencies, POCs, communication assets (such as COMU personnel, Coverage Plots, radio systems, Dispatch Centers, mutual aid channels/sets, gateways, radio caches and Mobile Communication Assets), and agency ownership, sharing, and usage of those assets. It is important that data in CASM be as complete and accurate as possible to ensure communications planning is effective. CASM Subject Matter Experts (SMEs) will review an agency's data for errors and consistency.

This offering is applicable to states with some or all of the following goals:

- ✓ Ability to keep track of communications equipment and have real time location reporting
- ✓ Ability to engage with other jurisdictions to do detailed planning
- ✓ Ability to keep track of trained COMU personnel
- ✓ Seek to standardize Regional planning
- ✓ Desire access to a broad community of expertise

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Access to radio system channels used by an agency or programmed in radio caches
- ✓ Standardization of talk groups provided by a trunked radio system, used by an agency, or programmed in a radio cache
- ✓ Information about communications sites, i.e., tower, shelter, and associated asset
- ✓ Information about dispatch centers and the agencies served
- ✓ Information about mobile communication units (MCUs)
- ✓ State recognition of trained COMU personnel

Usage

<i>Encryption Planning and Usage</i>	
Type of TA Offering:	Workshop with educational component and baseline data collection, which is followed up with analysis and planning sessions (as needed)
Stakeholders/Audience:	SWICs, RECCWGs, LMR System Operators, Public Safety Command/Leadership, and Communications Personnel

Offering Overview

Understanding the technical aspects of encryption can be very complex and confusing. Whether it's a single community, regional, statewide or an intrastate issue, laying a solid foundation for the use of encryption is essential to developing an interoperable, successful and lasting encryption program.

In addition to providing a basic overview of encryption and its technical aspects, OEC's encryption workshop will also provide stakeholders an awareness of the encryption support that is available to local, state, federal, tribal and territorial authorities.

This offering provides the following information:

- ✓ Explaining the basics of encryption
- ✓ Explaining more technical aspects of encryption
- ✓ Establishing criteria and potential use scenarios or use of encryption
- ✓ Facilitating discussion amongst users to gauge willingness to participate in a coordinated encryption effort
- ✓ Surveying users to determine current and future needs
- ✓ Identifying the capability requirements and reviewing the specifications of available hardware
- ✓ Identifying MOAs or MOUs that are necessary for implementation
- ✓ Reviewing on-going system maintenance and database upkeep requirements

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes, and deliverables may include:

- ✓ Equipment, encryption basic use analysis
- ✓ Encryption system SOP template (minimum equipment for subscriber units and rules of use)
- ✓ Information about CBP/National Law Enforcement Communications Center (NLECC) and develop a plan to coordinate work between the state and NLECC
- ✓ Multiple factor encryption survey for participating agencies

Usage

Government Emergency Telephone Service (GETS) / Wireless Priority Service (WPS) and Telecommunications Service Priority (TSP) Support

Type of TA Offering:	Webinar
Stakeholders/Audience:	SWICs and Public Safety Managers and Stakeholders

Offering Overview

Federal, State, Local Tribal, and Territorial government organizations rely on a mix of communications devices to communicate during an emergency. When communicating by cellular or landline networks, government users share those networks with the public. Should those networks become overloaded due to high call volumes or other impairment, responders may not be able to communicate at a critical moment.

The Government Emergency Telecommunications Service (GETS) provides public safety personnel priority access and prioritized processing in the local and long-distance segments of the landline networks, greatly increasing the probability of call completion. Typical GETS users are responsible for the command and control functions critical to management of, and response to, national security and public safety emergencies, particularly during the first 24 to 72 hours following an event.

Wireless Priority Service (WPS) provides public safety personnel priority access and prioritized processing in all nationwide and several regional cellular networks, greatly increasing the probability of call completion. WPS is intended to be used in an emergency or crisis situation when cellular networks are congested and the probability of completing a normal cellular call is reduced.

Telecommunications Service Priority (TSP) authorizes public safety organizations to receive priority treatment for vital voice and data circuits. The TSP program provides service vendors a Federal Communications Commission mandate to prioritize requests by identifying those services critical to national security and public safety. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service.

This offering is applicable to states with some or all of the following challenges:

- ✓ Limited understanding of GETS, WPS, TSP
- ✓ When do I use GETS, WPS, and TSP?
- ✓ How does GETS, WPS, TSP work?
- ✓ How to sign up for GETS, WPS, TSP

Customized support for this offering may look different to meet each state's unique needs.

Potential design options, outcomes and deliverables may include:

- ✓ Thirty-minute webinar
- ✓ Explanation of NS/EP Telecommunications Services
- ✓ How to request NS/EP Services
- ✓ Eligibility criteria and costs

Appendix A



OMB No. 1670-0023
Expiration Date: 6/30/2019

Technical Assistance and SCIP Workshop Request Form
DEPARTMENT OF HOMELAND SECURITY
Office of Emergency Communications/Interoperable Communications Technical Assistance Program (OEC/ICTAP)

TA Service Offerings and SCIP Workshop requests can be submitted by completing the fillable form located on the SAFECOM website: <https://www.dhs.gov/ictapscip-resources>.
Email the completed PDF to: TARquest@hq.dhs.gov.

(Requestor) Contact Information:

State:
Name:
Phone:
Email:

OEC Coordinator:

<input type="checkbox"/> SCIP Workshop:	Requester's target date range for Workshop:				
To request a SCIP workshop: <ul style="list-style-type: none">Check the box above and the desired target date(s) for the workshop in the space provided	<table border="1"><tr><td>From:</td><td></td><td>To:</td><td></td></tr></table>	From:		To:	
From:		To:			

Appendix A



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OEC/ICTAP is offering these new and improved TA Service Offerings	
<ul style="list-style-type: none"> ✓ SCIP Workshop ✓ Electronic Field Operations Guide (eFOG) ✓ Broadband Technologies/Interoperability ✓ NG 9-1-1/PSAP Cyber Security Awareness 	<ul style="list-style-type: none"> ✓ LMR/LTE, Systems Engineering ✓ Information Technology Service Unit Leader ✓ AUXCOMM Train-the-Trainer ✓ Encryption Planning and Usage

TA Guide Service Offerings Selections			
Priority	OEC TA Offerings Pick List	Timeframe From / To	Primary Point of Contact (Name, Phone, Email)
1			
2			
3			
4			
5			

SWIC / SCIP POC

Submission Date

SIEC/ SIGB / Chair Date of Concurrence
Notification may be given verbally or by email

Appendix B



OMB No. 1670-0023
Expiration Date: 6/30/2019

Technical Assistance and SCIP Workshop Request Form
DEPARTMENT OF HOMELAND SECURITY
Office of Emergency Communications/Interoperable Communications Technical Assistance Program (OEC/ICTAP)

CONTINUATION SHEET – TA REQUEST

Priority	TA Requirements / Description of Assistance
1	
2	
3	
4	
5	

Appendix B

SAFECOM Website Resources

The OEC/ICTAP supports emergency communications professionals and responders by providing access to tools, resources, and training for maintaining interoperable emergency communications systems, policies and procedures. The OEC TA and SCIP Workshop Request Form for SWICs' use and the TA Evaluation Form for stakeholders' feedback are posted with instructions for their completion here: <https://www.dhs.gov/ictapscip-resources>

Questions or Comments about this site may be submitted directly to OEC@dhs.gov.

The screenshot displays the SAFECOM website interface. At the top, the SAFECOM logo is prominent, with the tagline "ASSURING A SAFER AMERICA THROUGH EFFECTIVE PUBLIC SAFETY COMMUNICATIONS". Below the logo is a navigation bar with links for "About SAFECOM", "NCSWIC", "News and Updates", "Resources", and "Related Links". The main content area is titled "Interoperable Communications Technical Assistance" and includes a sidebar with a "Resources" menu. The main text describes the OEC Interoperable Communications Technical Assistance Program (ICTAP), which provides on-site technical assistance to 56 states and territories at no cost. It lists several key resources: the Office of Emergency Communications Technical Assistance Guide, the Office of Emergency Communications TA/SCIP Request Form, and the Office of Emergency Communications TA/SCIP Evaluation Form. A feedback section at the bottom asks "Was this page helpful?" with "Yes" and "No" radio buttons and a "Submit" button. At the very bottom, there is a row of partner logos: OEC (Office of Emergency Communications), Emergency Commis Prep Center, NCSWIC, PSCR (Public Safety Comm. Research Program), FirstNet (First Responder Network Authority), and NPSTC.

Appendix C

Glossary of Terms/Acronyms

Acronym/ Abbreviation	Definition
AAR / IP	After Action Report / Improvement Plan
AG	Audio Gateway
ACU 1000	Intelligent Audio Communication Gateway
AUXCOMM	Auxiliary Communications
BRBND	Broadband
CAD	Computer-Aided Dispatch
CASM	Communication Assets Survey and Mapping Tool
CBP	Customs Border Protection
CIO	Chief Information Officer
COG	Continuity of Government
COML	Communications Unit Leader
COMMEX	Communications Unit Exercise
COMT	Communications Unit Technician
COMU	Communications Unit
COOP	Continuity of Operations Plan
CSA	Cyber Security Advisor
CS&C	Cybersecurity and Communications
CSSI	Console Subsystem Interface
DHS	Department of Homeland Security
EAS	Emergency Alert System
eFOG	Electronic Field Operations Guide
EMA	Emergency Management Agency
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
EXPLAN	Exercise Plan
FCC	Federal Communications Commission
FedVTE	Federal Virtual Training Environment
FEMA/EMI	Federal Emergency Management Agency/Emergency Management Institute
FCC	Federal Communications Commission
FirstNet	First Responder Network Authority
FE	Function Exercises
FISMA	Federal Information Security Management Act

Appendix C

FSE	Full Scale Exercise
GETS	Government Emergency Telecommunications Service
GIS	Geographic Information System
GOV	Governance
HF	High Frequency
HSEEP	Homeland Security Exercise and Evaluation Program
ICS	Incident Command System
ICTAP	Interoperable Communications Technical Assistance Program
IP	Internet Protocol
IPAWS	Integrated Public Alert and Warning Systems
IPM	Initial Planning Meeting
INCM	Incident Communications Center Manager
INTD	Incident Tactical Dispatcher
ISSI	Inter Radio Frequency (RF) Subsystem Interface
ITSL	Information Technology Service Unit Leader
LMR	Land Mobile Radio
LTE	Long Term Evolution
MASS	Mutual Aid Support System
MCCA	Major Cities Chiefs Association
MEP	Master Exercise Practitioner
MCU	Mobile Communications Unit
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRP	Mission Ready Package
MSEL	Master Scenario Events List
NCSWIC	National Council of Statewide Interoperability Coordinators
NECP	National Emergency Communications Plan
NG9-1-1	Next Generation 9-1-1
NGA	National Governors Association
NIFOG	National Interoperability Field Operations Guide
NIMS	National Incident Management System
NIST	National Institute of Standards and Technology
NLECC	National Law Enforcement Communications Center
NOAA	National Oceanic and Atmospheric Administration
NPSBN	National Public Safety Broadband Network
NRF	National Response Framework
NS/EP	National Security and Emergency Preparedness
NSSE	National Special Security Events

Appendix C

NTIA	National Telecommunications Information Administration
OEC	Office of Emergency Communications
PA	Public Address
POC	Point of Contact
PSAP	Public Safety Answering Point
PSCC	Public Safety Communications Center
PTB	Position Task Book
QoS	Quality of Service
RADO	Radio Operator
REACT	Radio Emergency Associated Communications Team
RECCWG	Regional Emergency Communications Coordination Working Group
RF	Radio Frequency
RMS	Records Management Systems
SCIP	Statewide Communication Interoperability Plan
SEAR	Special Event Assessment Rating
SECIR	Stakeholder Engagement and Cyber Infrastructure Resilience
SIEC	Statewide Interoperability Executive Council
SIGB	Statewide Interoperability Governance Board
SLIGP	State and Local Interoperability Grant Program
SME	Subject Matter Expert
SMS	Short Message Service
SOP	Standard Operating Procedure
SPOC	Single Point of Contact
SSC PAC	Space and Naval Warfare Systems Center, Pacific
STO	State Training Officer
SWIC	Statewide Interoperability Coordinator
TA	Technical Assistance
TERT	Telecommunicator Emergency Response Taskforce
TICFOG	Tactical Interoperable Communications Field Operations Guide
TICP	Tactical Interoperable Communications Plan
TSP	Telecommunications Service Priority
TtT	Train-the-Trainer
TTX	Table Top Exercise
UASI	Urban Area Security Initiative
VoIP	Voice over Internet Protocol
WEA	Wireless Emergency Alerts
WPS	Wireless Priority Service