



Pinal County

Radio Communications System Policies

Pinal County Radio Communications System Policies

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Definitions

PRCC Executive Committee	The committee that governs the PRCC pursuant to the PRCC Governing Charter, these PCRCS Policies and the PRCC IGA.
PRCC Advisory Committee	The committee that acts in an advisory capacity to the Executive Committee and acts as an intermediary between any advisory groups, working groups, and/or subcommittees and the Executive Committee pursuant to the PRCC Governing Charter, these PCRCS Policies and the PRCC IGA. The Advisory Committee is comprised of one Member from each PRCC Participant.
PRCC Technical Subcommittee	The subcommittee established by the Advisory Committee to evaluate items based on their technical merit related to system operations, impacts and interoperability and provide technical guidance and recommendations to the Advisory Committee pursuant to the PRCC Governing Charter, these PCRCS Policies and the PRCC IGA.
PRCC Operational Subcommittee	The subcommittee established by the Advisory Committee to evaluate items based on their operational merit related to how the system is used and operated, including dispatch and communications between individual users and groups of users, in order to assure effective communications between all users of the system; and to provide operational guidance and recommendations to the Advisory Committee.
Participant Agency Manager (also referred to as “Agency Manager”)	A manager of a public safety agency responsible for that agency’s radio users (subscribers) on the system.
County Department Manager	A manager of a county department responsible for that department’s radio users on the system.
System Participant	A full participating entity admitted to the PRCC pursuant to PRCC Governing Charter, these PCRCS Policies and the PRCC IGA. Divisions or departments of an entity do not constitute separate Participants. System Participants may use the system for day-to-day radio communications as well as for interoperability purposes.

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Interoperability Participant	An entity authorized to use the PCRCS pursuant to PRCC Governing Charter, these PCRCS Policies and the PRCC IGA. Interoperability Participants may use the system only for interoperability purposes and <i>not</i> day-to-day radio communications.
PRCC Partner	An entity, other than a System Participant or Interoperability Participant, approved by the Executive Committee to share infrastructure, expand coverage, manage costs, or for other purposes within the system which enhance public safety communications pursuant to the PRCC IGA. One example of a PRCC Partner would be a neighboring communications interoperability system.
PRCC IGA	The agreement governing participation in the PRCC and use of the PCRCS.
Operational ‘Subscriber’ (also referred to as “User”)	An ‘Operational Subscriber’ or ‘User’ is an individual 2-way radio user authorized to operate (transmit) a portable or mobile 2-way radio on a respective radio system pursuant to PRCC Governing Charter, these PCRCS Policies and the PRCC IGA.
System Administrator	A manager selected by the Executive Committee to oversee, manage and implement all maintenance and support activities for the Pinal County Radio Communications System (“PCRCS”) pursuant to PRCC Governing Charter, these PCRCS Policies and the PRCC IGA.
<p>NOTE: County Department Managers and Participant Agency Managers may be referred to collectively as “Managers”. Likewise, System Participants and Interoperability Participants may be referred to collectively as “Participants”.</p>	

Pinal County Radio Communications System Policies

1. Proper Use of Radio System

1.1 Purpose

The purpose of this policy is to define permissible communications and legitimate uses of the Pinal County Radio Communication System (PCRCS).

1.2 Applies To

Agency Managers and County Department Managers (“Managers”), System Participants and Interoperability Participants (“Participants”) and Operational Subscribers (“users”) on the PCRCS.

1.3 Background

PCRCS is a radio communications system that supports both public safety and public service operations. Proper use of the PCRCS is required to ensure the system is always available to support mission critical communications.

1.4 Policy Statement

The PCRCS is owned and operated by Pinal County which requires that all policies contained in this document meet the minimum requirements set forth by Pinal County’s Chief Information Officer. The PCRCS is authorized by the Federal Communications Commission to use frequencies allocated for public safety and public service operations. As such, use of the PCRCS shall adhere to the restrictions related to permissible use of the frequencies.

1.5 Policy Rules

Communications must be directly related and necessary to the support of public safety and public services operations.

1.6 Responsibilities

Managers are responsible to ensure appropriate training and proper use of the PCRCS system for their respective users. Managers are also responsible for appropriate and authorized use of talkgroups by their users.

1.7 Policy Exemption or Waiver

None.

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2. Maintenance and Support

2.1 Purpose

The purpose of this policy is to define the maintenance and support activities for the PCRCS and ensure that all Managers are notified of planned system changes.

2.2 Applies To

- a. Agency and County Department Managers that have users on the PCRCS.
- b. All personnel performing operations and planned or unplanned maintenance of the PCRCS system infrastructure.

2.3 Background

The operational stability of PCRCS may be affected when the configuration of the PCRCS system is altered. Proper notification of scheduled and unscheduled service affecting maintenance activities will allow Managers time to make necessary preparations and/or adjustments. Conversely, unauthorized disruptions in PCRCS operations caused by the lack of notification will create safety issues that must be addressed by the System Administrator.

2.4 Policy Statement

- a. The System Administrator shall oversee, manage and implement all maintenance and support activities on the PCRCS.
- b. The System Administrator will develop a maintenance and support plan, with input from the PRCC Technical Subcommittee ("Technical Subcommittee")
- c. The maintenance and support plan and will be reviewed and approved by the PRCC Executive Committee ("Executive Committee") for all maintenance activities on the PCRCS.
- d. The System Administrator will establish and maintain the necessary processes and procedures relative to internal activities and qualified third-party support providers to ensure that operational and technical anomalies relative to PCRCS are identified, triaged, and reported in such a fashion as to minimize the operational impact.
- e. The System Administrator is responsible to maintain a system log of all activities conducted on the system.
- f. Managers will be notified of any scheduled and unscheduled service affecting maintenance activities that have potential impact to the operational capabilities of the system.
- g. All planned and unplanned maintenance activities will be tracked and reported.
- h. A repository for tracking and reporting maintenance management data will be maintained by the System Administrator.
- i. The System Administrator will review and certify that any new third-party service provider identified to provide maintenance, repair, programming or other related services, will have the necessary technical expertise, personnel, permits, licenses and approvals to operate in the county as a legitimate business and perform the planned services.

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2.5 Policy Rules

- a. At least seventy-two (72) hours advance notice will be given to Agency and County Department Managers prior to scheduled service affecting maintenance activities.
- b. Service affecting maintenance activities not preceded by seventy-two (72) hours' notice will be considered critical maintenance needed to maintain the operation and integrity of the communication system.
- c. The System Administrator will issue a notification of unscheduled service affecting maintenance to the Executive Committee and to the Participants/Managers as soon as practical.
- d. Acceptable forms of notification include phone, pager, e-mail, facsimile, or any other method as documented in the maintenance and support plan and approved by the Executive Committee.
- e. The information contained in a notification will, as appropriate, consist of:
 - A description of the maintenance activity.
 - The affected location(s) of the maintenance activity
 - Anticipated operational impact.
 - The scheduled start and stop time of the maintenance activity.
 - Contact name and number of the person responsible for performing the activity.
 - A back-out plan that would restore the system to its initial operational status if the maintenance activity is unsuccessful.
- f. Contact information for Agency and County Department Managers, and their designated alternates to be used for notification purposes will be kept in a central location and accessible by the System Administrator. It is the responsibility of each Manager to ensure the contact information is accurate and up to date.
- g. No service affecting maintenance activities will be conducted during agency planned special operations. It is the responsibility of each Manager to apprise the System Administrator and the Executive Committee with as much advanced notice as operationally possible of planned special operations.
- h. All maintenance activities will be tracked in a database in accordance with procedures developed by the System Administrator.
- i. All components of PCRCS managed by the System Administrator shall be entered into a database and tracked.
- j. Database Backups
 - i. A multiple backup method will be utilized for all database backups. The current backup media will be stored onsite at the server location. The backup prior to the current backup will be stored offsite at a secure location.
 - a. Manual backups will be performed when the databases have undergone significant changes.
- k. Configurations files and event logs will be backed up as determined by the System Administrator.
- l. The System Administrator will develop a preventative maintenance checklist and schedule in cooperation with the Technical Subcommittee, that would help maintain the availability of the system.

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2.6 Responsibilities

- a. The management of the PCRCS infrastructure is the responsibility of the System Administrator.
- b. The System Administrator will establish on-call after-hour support for anomaly resolution.
- c. The System Administrator will ensure that PCRCS reporting activities for anomalies will be conducted seven (7) days a week and twenty-four (24) hours a day.
- d. The System Administrator will:
 - i. Establish and maintain processes and procedures for operations and maintenance of the PCRCS infrastructure.
 - ii. Identify and resolve system anomalies. Field service personnel will be dispatched when problems cannot be resolved remotely.
 - iii. Log problems and track them to closure.
 - iv. Analyze all logged problems to ensure system performance standards are maintained.
 - v. Ensure that system log files are regularly reviewed and that cases are opened to resolve anomalies as necessary.
 - vi. Create and maintain system performance reports, as deemed appropriate or necessary by the Executive Committee.
 - vii. Maintain access to field replaceable units (FRUs) sufficient to mitigate equipment failures in a prompt and reasonable.
 - viii. Maintain current software licensing on all PCRCS infrastructure components.
 - ix. Maintain technical support necessary to operate, troubleshoot, and optimize the PCRCS infrastructure.
 - x. Establish severity level(s) for incident types, response times, and appropriate actions as defined by and in accordance with procedures established by the System Administrator.
 - xi. Ensure that all operations and maintenance personnel, and third-party support providers, are aware of this Maintenance & Support Policy; are trained in the appropriate processes, procedures, and response times; and have access to the necessary contact information to invoke various levels of support activities.
 - xii. Perform scheduled maintenance on the PCRCS infrastructure in a manner that is consistent with industry best practices and manufacturer recommendations.
 - xiii. Operate the PCRCS system in accordance with the System Security category policies.
 - xiv. Ensure that Managers are notified of scheduled and unscheduled service affecting maintenance activities.
- e. Pinal County Radio Shop is the point of contact for key management and encryption. Requests for key management and encryption support are to be submitted to Pinal County Radio Shop during normal business hours if possible. After hours, the point of contact for emergency support of key management and encryption is Pinal County Dispatch/911 Center.
- f. Managers are responsible for providing their own dispatch console maintenance.

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- i. Managers are responsible for notifying the System Administrator of maintenance activities on their consoles.
- g. Managers are responsible for communicating scheduled and unscheduled PCRCS maintenance activities to their respective agencies and, if necessary, their respective dispatch centers.
- h. Managers are responsible for notifying System Administrator of the scheduling of planned special operations by their participating agencies.

2.7 Policy Exemption or Waiver

Service that does not affect routine maintenance activities will be exempt from the notification process. This includes minor updates and changes to the PCRCS that do not impact service. However, these changes may be logged for auditing purposes.

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2.8 Maintenance and Support Form

PLANNED MAINTENANCE ACTIVITY	
LOCATION/SOF MAINTENANCE	
EXPECTED OPERATIONALIMPACT	
PLANNED DATE, START AND END TIME OF ACTIVITY	
CONTACT DETAILS OF PERSONNEL PERFORMING THE ACTIVITY	
BACKOUT PLAN IF PLANNED ACTIVITY FAILS	
DISTRIBUTION OF ALL CLEAR NOTIFICATION ON COMPLETION	
SYSTEM ADMINISTRATOR APPROVAL	
FEEDBACK (RECOMMENDATION) FROM THE COMMITTEES	
ADDITIONAL COMMENTS	

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3. Change Control

3.1 Purpose

The purpose of this policy is to ensure the proper change control processes and procedures are in effect to prevent unauthorized or harmful changes to the PCRCS system infrastructure.

This is necessary to ensure that the necessary reviews and approvals have been provided prior to the changes being implemented. Changes will only be made to infrastructure configurations by following the procedures and approach described in this policy.

3.2 Applies to

- a. All organizations and personnel requesting configuration changes to the PCRCS system infrastructure.
- b. All requests for new agencies to join the PCRCS, or plan to add improvements to the infrastructure
- c. All PCRCS system infrastructure components.

3.3 Background

Each component of the PCRCS system infrastructure has a desired configuration that controls the operational capabilities of PCRCS. Changes to the infrastructure configurations will be required from time to time. Because changes to infrastructure configurations have direct and immediate impact on the operational capabilities of the system, it is imperative that a policy exists to address how the configuration changes are requested, tested, approved, implemented and documented.

3.4 Policy Statements

- a. Administrative control processes will be in effect at all times to ensure that all modifications to the PCRCS system infrastructure configurations are properly requested, analyzed, tested, approved, implemented and documented.
- b. No service affecting modifications will be made to any PCRCS infrastructure configurations without the review of the System Administrator and Technical Subcommittee. The requests outside of the maintenance/configuration updates must be reviewed and approved by the Executive Committee before any activities can commence.
- c. Requests to add sites to the system to meet a Participant's requirements, must be designed and implemented at their own cost. Any site additions, and the design(s) thereof, are subject to the approval of the Executive Committee.

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3.5 Policy Rules

- a. The System Administrator will coordinate all PCRCS system infrastructure configuration changes.
- b. All requests for system infrastructure configuration changes will be evaluated by the System Administrator for potential operational impact to subscriber agencies. The System Administrator may also consult with the Technical Subcommittee and/or Operational Subcommittee before a final decision is made.
- c. Each service affecting change to an infrastructure configuration will be thoroughly tested by the System Administrator.
- d. A request to join the PRCC and participate in the PCRCS must be sent to the Executive Committee and be fully reviewed and evaluated by the Technical Subcommittee and Advisory Committee. The review must consider the application and the potential impact it could have on current Participants and users of the system.
- e. On completion of their review, a recommendation will be provided to the Executive Committee for their review and approval.
- f. Documentation shall be kept providing an audit trail of the changes made to the system infrastructure configurations and to ensure that only the approved changes were made. Where applicable, output from configuration management software, electronic or hardcopy, shall be reviewed for accuracy and retained as part of the documentation package.

3.6 Responsibilities

- a. The System Administrator will be responsible for providing the Executive Committee with an overview of all system infrastructure parameter changes which will include, as appropriate, a description of the change, benefits of implementation, a risk assessment, proposed implementation schedule, options and alternatives relative to the change, and a recommended course of action.
- b. The Technical Subcommittee will be responsible for reviewing proposed changes to the PCRCS system infrastructure parameter(s), assessing the impact of the change request, and providing feedback (recommendation) to the Advisory Committee. The Advisory Committee will then provide a recommendation to the Executive Committee.
- c. With the Executive Committee's approval, the System Administrator will be responsible for ensuring that all affected Participants are aware of the approved configuration change request and participate in the testing process as appropriate.
- d. The System Administrator will be responsible for collecting and retaining all documentation relative to the infrastructure change.

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3.7 Policy Exemption or Waiver

- a. Routine activities that result in changes to PCRCS system infrastructure components such as adding subscribers or other routine activities as determined by the System Administrator will be exempt from this policy.
- b. During catastrophic events or emergency situations, immediate changes to the PCRCS system infrastructure are authorized based on the judgment of the System Administrator, in consideration of all PCRCS users, with public safety considerations having the highest priority. The System Administrator will immediately notify the Executive Committee, and Agency and County Department Managers of any such changes.

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3.8 Request for Changes Format

REQUESTING AGENCY	
NAME OF REQUESTOR	
NEED BY DATE	
DESCRIPTION OF CHANGE	
BENEFITS OF IMPLEMENTATION	
RISK ASSESSMENT	
PROPOSED IMPLEMENTATION SCHEDULE	
OPTIONS TO THE CHANGE	
SYSTEM ADMINISTRATOR RECOMMENDATION	
FEEDBACK (RECOMMENDATION) FROM THE COMMITTEES	
ADDITIONAL COMMENTS	

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4. Talkgroup Plan Approval

4.1 Purpose

The purpose of this policy is to establish a process for talkgroup plan approval and prioritization.

4.2 Applies To

All Managers and Participants that have users on the PCRCS.

4.3 Background

A talkgroup is a defined organizational grouping of radio users that need to communicate together. When two or more radio users select the same talkgroup on their radios, all radio users with that talkgroup selection hear the transmitted audio. A talkgroup plan is the summary of all defined radio talkgroups. This plan is then used to develop the radio template which is the programming data for the individual radios.

The prioritization of these talkgroups will ensure that the most critical users have access to a channel during system busy periods.

4.4 Policy Statement

- a. As talkgroup plans are designed to support public safety and public service operations for the Participants, the System Administrator will review and approve all talkgroup plans and proposed changes.
- b. The system priorities must be managed at the user and talkgroup level to provide the key users access to open channels during critical situations.
- c. Talk group priorities will be evaluated and updated as needed on a quarterly basis.

4.5 Policy Rules

- a. Agency and County Department Managers are responsible for development of their talkgroup plans.
- b. As the number of talkgroups has a direct impact to system performance, all proposed talkgroup plans should consider possible impacts to system loading and performance.
- c. Each Participant using PCRCS will develop a preliminary talkgroup plan that considers internal business operations and any requirements for communications with other PCRCS entities.
- d. Upon completion of the preliminary talkgroup plan, the Participant shall submit the preliminary plan to the System Administrator for technical and operational analysis.
- e. The requesting Participant will be advised of the System Administrator's decision.

4.6 Responsibilities

The System Administrator is responsible for maintaining a database of all approved talkgroup plans.

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4.7 Policy Exemption or Waiver
None

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5. System Key Control

5.1 Purpose

The purpose of this policy is to establish the controls for the PCRCS System Key used for subscriber unit programming.

5.2 Applies To

The System Administrator and authorized technical personnel with access to the PCRCS subscriber programming software.

5.3 Background

- a. PCRCS is a radio communications system that provides services and features to radio users through the programming software of the subscriber radios. Programming of the subscriber radios is controlled by an electronic "System Key." As this programming application directly affects the PCRCS public safety and public service department operations it is important that the System Key is protected from potential security related risks that can cause disruptions or anomalies to subscriber operations.
- b. The System Key must be programmed into any subscriber unit that operates directly on the PCRCS.
- c. PCRCS System Participants have operational requirements and mutual aid agreements that require they interoperate with Interoperability Participants. Direct interoperability (automatic unit to unit) is supported by programming Interoperability Participant equipment with the PCRCS System Key.
- d. The risk of inaccurate programming substantially increases when multiple entities are allowed access to and use the System Key to program subscriber units. This risk translates into an increase in subscriber radio operational anomalies and the associated administrative/maintenance activities. There is also an increased risk of possible unauthorized transmissions, interference or monitoring of public safety radio communications channels.

5.4 Policy Statement

- a. The technical personnel authorized to access the PCRCS Participant programming equipment shall at all times employ appropriate operational and system security practices, as adopted by the System Administrator, to protect PCRCS users from programming errors that could potentially cause disruptions or failures in service.
- b. The System Administrator will control the PCRCS System Key. The PCRCS System Key will not be released to Agency or County Department Managers or Participants.

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5.5 Policy Rules

- a. The System Administrator will provide all routine and emergency PCRCS radio programming services.
- b. Requests for programming of the PCRCS System Key into non-PCRCS radios shall be made by the appropriate representative of the requesting Participant to the Executive Committee.
- c. The System Administrator will provide, upon approval by the Executive Committee, programming services for authorized Interoperability Participant radios for interoperable service.
- d. Any breaches in PCRCS System Key use shall immediately be reported to the System Administrator and Executive Committee who shall take immediate steps to minimize the danger to the operational capabilities of PCRCS.

5.6 Responsibilities

- a. The System Administrator is responsible for the development of internal controls for protection of the PCRCS System Key.
- b. The System Administrator or designee is responsible for monitoring issues related to use of the System Key, and to report actions involving misuse of the System Key to the System Administrator and Executive Committee for resolution.

5.7 Policy Exemption or Waiver

None.

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6. Password Assignment

6.1 Purpose

The purpose of this policy is to establish a standard for the creation of passwords for system security and management of the PCRCS System in order to prevent unauthorized read or write access.

6.2 Applies To

The Pinal County System Administrator who is responsible for the creation of passwords for all technical support and other personnel who require access to the system.

6.3 Background

There are multiple software applications, protected by password access only, available in the PCRCS system. Access privileges provide critical configuration and security information that make it imperative to control the viewing, modification, and potential dissemination of this information. Unauthorized access, whether malicious or unintentional, must not be permitted.

6.4 Policy Statement

The System Administrator will establish and maintain the necessary processes and procedures. This will ensure that passwords include the read, write, and executable functions of the PCRCS system applications, components and interfaces are restricted and defined, and only issued to authorized personnel.

6.5 Policy Rules

- a. Personnel will not loan, share, divulge, or otherwise make accessible their password(s) to other individuals. All passwords are to be treated as sensitive and confidential information.
- b. Passwords must not be inserted into email messages or other forms of electronic communication.
- c. PCRCS passwords should contain both upper and lower-case letters.
- d. PCRCS passwords should have numbers (0-9) and letters.
- e. PCRCS passwords must be at least eight characters in length.
- f. PCRCS passwords must contain at least one special character.

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- g. PCRCS passwords must not be based on personal information, names of family, etc.
- h. Derivatives of user-IDs and common character sequences such as "123456" must not be employed.
- i. Personal details such as license plate, social security number, or birthday must not be used. Passwords created by using a proper name, geographic location, common acronym, or slang, must be made unique by inserting special characters or through combinations of characters or words that would be difficult to duplicate.
- j. Personnel must not create passwords that are identical or substantially similar to passwords they previously employed.
- k. PCRCS passwords should never be written down or stored on-line.
- l. Personnel must not use the same password for PCRCS accounts as for other non-PCRCS access.
- m. Personnel must not use the "Remember Password" feature of any PCRCS applications.
- n. The interval for changing passwords will be set at a maximum of 180 days.
- o. New passwords issued must be valid only for the authorized personnel's first on-line session. Upon initial access, the user must choose another password before any other work is done.
- p. If an account or password is suspected of having been compromised it must be reported to the System Administrator immediately.

6.6 Responsibilities

- a. The System Administrator will publish and provide a recommended form for Electronic Access Requests to all requesting Participants. All access requests will be subsequently reviewed, and a response provided to the requestor in a timely manner.
- b. The System Administrator will ensure that all personnel are aware of the Password Administration Policies.
- c. The System Administrator will monitor, through manual audits of log files or automated software, any access attempts deemed of a suspicious or malicious nature.
- d. The System Administrator will maintain all electronic access request records.
- e. The System Administrator will maintain a centralized user access control list to determine, audit and report who is authorized to access the system.
- f. Personnel and contractors involved in the support of PCRCS will acknowledge the receipt, comprehension and adherence of the PCRCS Password Administration Policies by signature, which will be returned to the System Administrator.

6.7 Policy Exemption or Waiver

In the event an emergency, the System Administrator has the capability to provide immediate access to personnel on a case-by-case basis.

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7. System Access and Authorization

7.1 Purpose

The purpose of this policy is to establish a procedure to provide access to the PCRCS administrative functions. This will ensure that system integrity is not jeopardized and will also prevent unauthorized administrative changes to the system.

7.2 Applies to

The System Administrator and all technical personnel attempting to make modifications to PCRCS user databases, infrastructure programming, and component operating systems for maintenance purposes.

7.3 Background

There are multiple software tools available in the PCRCS system that provide useful administrative functionality to system management, operations and maintenance personnel. Administrative privileges also provide critical configuration and security information that are crucial to control the read and write functions of files and potential dissemination of this information.

7.4 Policy Statement

- a. Administrative access to the PCRCS system administrative tools is restricted to personnel authorized by the System Administrator.
- b. The System Administrator may authorize personnel, such as Agency and County Department Managers, with read, write and executable capabilities as necessary to maintain and operate the PCRCS in accordance with this policy.
- c. The System Administrator has full administrative rights to read, write and execute functions across PCRCS system.

7.5 Policy Rules

- a. Personnel with electronic access to the administrative functions of PCRCS are required to have a current, signed form for Electronic Access Request on file with the System Administrator. These documents may be subject to renewal at regular intervals.
- b. The System Administrator will review all requests for electronic access using appropriate justification and verification processes.
- c. Administrative personnel may be granted levels of access (read, write, execute) to programs based on the minimum necessary to perform their job.
- d. If any person discovers they have inadvertently been allowed access to a programming function not required to perform their job or are uncertain about their privilege-level, they shall report it to the System Administrator immediately.

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7.6 Responsibilities

The System Administrator is responsible for reviewing system access and authorization privileges on a quarterly basis to ensure the type of access required matches the personnel privilege-level.

7.7 Policy Exemption or Waiver

None

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8. Remote Access

8.1 Purpose

The purpose of this policy is to minimize the risks associated with provisions for remote access to the PCRCS system.

8.2 Applies To

Agency and County Department Managers and Participants that have users on the PCRCS.

This policy covers all PCRCS system software and infrastructure components that are accessible via remote access.

8.3 Background

The PCRCS system is comprised of a multitude of components that inherently have the capability for a user to communicate with the target component from a remote location via a pre-determined login/password routine. In some instances, this capability may allow off-site personnel to perform diagnostics and resolve system trouble without traveling to the physical location.

8.4 Policy Statement

Remote access to PCRCS is prohibited unless expressly permitted by the System Administrator.

8.5 Policy Rules

- a. All Managers and Participants that have users on the system are required to submit in writing to the System Administrator, in advance, their requests for remote access to PCRCS using the form for Electronic Access Requests including the general functions and expected duration of the tasks to be performed via the remote connection.
- b. All remote access request denials from the System Administrator will be returned to the requesting organization with an explanation for the denial.
- c. Remote connections are not permitted to retrieve files from inside PCRCS.
- d. Any computer permitted remote access to the PCRCS system requires certification to the System Administrator that the computer has the latest virus definitions, operating system patches, and is in compliance with all security configuration requirements.
- e. Any computer used to remotely access the PCRCS system and physically connects to other public or private systems (i.e. - VPN) shall be capable of using encryption.
- f. Managers or their agency/department representative will promptly notify the System Administrator whenever any user who has been granted remote access no longer requires access to the PCRCS system or PCRCS related equipment.

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- g. Any computer with the ability to access PCRCS and other non-PCRCS systems must be configured with a personal firewall, virus protection software, or equivalent to protect against viral propagation between systems.
- h. Any individual or entity granted PCRCS remote access will not share, publish, or divulge by any means, connection information, including but not limited to, modem numbers, ISDN numbers, IP addresses, access codes, passwords, logins, and secure tokens.

8.6 Responsibilities

- a. The System Administrator will establish and maintain the necessary processes and procedures to prohibit, unauthorized remote access to PCRCS infrastructure components and system software to include, but not be limited to, system transport, RF infrastructure, site equipment, the Private Radio Network Management Suite (PRNM) and the Core Security Management Suite (CSMS).
- b. The System Administrator will ensure that a centralized user access control list will be maintained to determine, audit and report who is authorized to remotely access PCRCS.
- c. The System Administrator will conduct a remote access audit to generate and maintain user profile reports showing personnel, including vendors, with remote access to key infrastructure components, system software, user databases, and component operating systems.
- d. The System Administrator will ensure that any changes to firewall configurations and/or access control lists will be reviewed and approved.
- e. The System Administrator will ensure that all Managers, and Participants, that have users on the system, are aware of the Remote Access System Policies, and have access to the necessary contact information to request remote access for their users.
- f. Managers are responsible to ensure that their users are aware of, and adhere to, all Remote Access System Policies.

8.7 Policy Exemption or Waiver

None

**Pinal County Radio
Communications System Policies**

8.8 Form for Electronic Access Request

To be completed by Electronic Access Requester

Name _____

Agency/
Department _____

Date _____

Functionality Requested _____

Reason for Request _____

Duration Required _____

Request for Access and
Acknowledgement of
PCRCS
Password Administration Policy _____

Pinal County Radio Communications System Policies

9. Training

9.1 Purpose

The purpose of this policy is to define the minimum training requirements for system technical staff that perform regular maintenance and upgrade procedures on the Pinal County Radio Communication System (PCRCS).

9.2 Applies To

All Managers and Participants with users on the PCRCS system.

9.3 Background

PCRCS is a radio communications system that supports both public safety and public service operations. The system is dependent on suitably qualified and experienced personnel to provide the highest system availability possible for the public safety community.

9.4 Policy Statement

- a. Personnel identified to perform maintenance functions on the PCRCS must successfully complete appropriate training on all applicable equipment and systems. The propriety and necessity of such training is subject to the discretion and approval of the System Administrator.
- b. Subject to the discretion and approval of the System Administrator, such training can be instructor led with hardware similar to the deployed system, or factory training with the manufacturer of the equipment.

9.5 Policy Rules

- a. Supporting personnel will develop training plans in their personal development plan.
- b. Agency and County Department Managers will review their respective personnel training plan on an annual basis.

9.6 Responsibilities

Agency and County Department Managers are responsible for their respective users to ensure that appropriate training plans are provided for the technical personnel. The propriety of training plans is subject to the discretion and approval of the System Administrator.

9.7 Policy Exemption or Waiver

None.