



Standard Operating Procedure

Title / Subject

Motorola Direct Connect Consoles

References/Updates:

Approved: 3/7/2022

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1. Introduction/Purpose

At the point of adoption, this policy will be pertinent to new directly connected Motorola MCC Series dispatch sites, which may be referred to as console sites within this policy. This policy does not pertain to the connectivity of other manufacturers or vendor dispatch equipment.

2. Definitions

All definitions are located in the “Definitions” document located on the SIRN Website at www.sirn.wv.gov.

3. Participation

- a. Dispatch agencies who are interested in dispatching via a direct connected Motorola MCC console shall make notification and application to the Statewide Interoperable Executive Committee via the Office of the SWIC. The application can be found on the SIRN website at www.sirn.wv.gov. The Office of the SWIC will present the application for approval to the SIEC. Approval of participation is not assumed or guaranteed, use of the SIRN is strictly prohibited until an agency has been approved or under certain emergency situations as defined by policy.

4. Accounts

- a. Each console site will be provided ASTRO domain network accounts for the dispatch console PC's. Each login will begin with the SIRN agency designator followed by the account type.
 - i. Each console site will have an account for user level access to run the Elite Dispatch application.
 - ii. Each console site will have an administrator account that will allow access to the Elite Admin application.
 - iii. If a console site will have an Audio Interface Server (AIS), an additional AIS account will be provided.
 - iv. Account Example: DHSUser/DHSAdmin/DHSAis
 - v. Passwords will be assigned to each account by SIRN staff.
 - vi. Agencies will not be permitted to change the passwords.
 - vii. Passwords will be given to the dispatch Center Director unless another point of contact has been identified.

5. System Resources

- a. Agencies will only use the Motorola MCC7500 or MCC7500E series of direct connect console, or the current equivalent as supported by Motorola. This includes accessories such as the Voice Processing Module.
- b. All system resources in use at a console site will retain the system naming convention consistent across SIRN. This naming convention will begin with the assigned designator for the agency or county followed by what the resource name is. This will include talkgroups, AUX I/O, subscriber unit IDs, paging resources,

and so forth.

- i. An example of the following based on Harrison County is provided for explanation purposes.
 1. Harrison County Fire Dispatch Talkgroup would be HAR FIRE DISP where the first three letters indicate the county or agency.
 2. Harrison County Fire Pager resource would be HAR FIRE PAGE where the first three letters indicate the county or agency.

6. Updates

- a. Agencies who desire to become direct connect console dispatch sites must have in place and maintain with Motorola a software update assurance plan, known as an SUA. The SUA allows for each dispatch site to receive upgrades in software and hardware that is in accordance with the SUA plan that SIRN has for updating the SIRN system. The agency is responsible for all costs for their SUA with Motorola. Agencies that wish to purchase non-Motorola equipment are responsible for the connections and security of the connections along with any patches to ensure System security. Any security breach attributed to the agency's connection will be the responsibility of the agency to remediate and ensure the system is fully functional and repaired.
- b. Agencies must provide for their ability to receive patches and security updates on a monthly update cycle consistent with SIRN's software update procedures with Motorola as SIRN has subscribed to Motorola's Remote Security Update Service (RSUS), Technical Support, and Network Security Monitoring. Agencies must coordinate the acquisition of these services from Motorola to match the SIRN system infrastructure plan.
 - i. Failure to remain current and up-to-date patches is a security issue and the dispatch site will not be allowed to continue in a non-up-to-date configuration.
 - ii. Agencies must use the Motorola provided version of Windows 10 Enterprise, or the current supported Motorola Operating System. No commercial or OEM versions of Microsoft Windows are acceptable or supported.
- c. Agencies must implement, at minimum, a monthly reboot cycle to allow all network distributed patches and updates to be installed. Failure of establishing a reboot cycle will prevent all further updates until the reboots are complete.
- d. Agencies must use Motorola Provided PC workstations, or workstations built to Motorola specifications to ensure patches can be pushed from the SIRN system for all non-Motorola equipment. Any security breach attributed to the agency's connection will be the responsibility of the agency to remediate and ensure the system is fully functional and repaired.
- e. At any point an existing MCC Series dispatch center brings in any new equipment, that equipment must meet this policy and the requirements set forth. This will include replacement of components that suffer a failure.
- f. At any point during a SIRN system upgrade such as but not limited to upgrades from an SUA perspective that an existing MCC customer has to upgrade or replace current equipment, that equipment must be consistent with the guidelines and requirements of this policy.

7. Dispatch Site Connectivity

- a. Agencies who wish to connect an MCC7500/MCC7500E dispatch site must use a Motorola engineered transport method in consultation and coordination with SIRN personnel using SIRN approved methods. The SIEC will have final approval on agency backhaul methodology.
- b. Agencies who wish to utilize a Motorola Dispatch Console site proxy for consoles off the radio network, must have all connectivity configured by Motorola and use Motorola engineered firewalls for security. The SIEC will have final approval on agency backhaul methodology.
- c. Backhaul transport must or should have capabilities of remote monitoring compatible with the ProVision (or current monitoring software) suite as currently in use by SIRN.
- d. Microwave established connectivity must have built in reliability such as monitored hot standby and be capable of remote monitoring compatible with ProVision (or current monitoring software) suite as currently in use by SIRN.

8. Licensing

- a.** Agencies who add dispatch consoles into the SIRN system shall provide subscriber unit ID licensing for a minimum of 500 radio ID's to be added into the SIRN ASTRO platform.
- b.** Agencies who desire to add any features or functions above those currently in use on the ASTRO platform are totally responsible for the cost in house and to the network.

9. MCC Console Equipment

- a.** Agencies may provide monitors of their own choosing so long as they are able to connect to the approved PC and support the required screen sizing and refresh rates as specified by Motorola. Console equipment that was purchased with Emergency Management Division funds being used at a dispatch facility will remain state owned equipment. EMD owned equipment must contain an EMD ID asset tag that is recorded in the State OASIS management system.
- b.** Emergency Management Division owned equipment must be returned to EMD when it is no longer being used at the dispatch facility.
- c.** Agencies who wish to manage their own subscriber unit Identification numbers, may elect to purchase from Motorola, a Provisioning Manager (PM Workstation) that will allow database access via the Internet Explorer browser in the Motorola provided and supported Microsoft Windows.
 - i.** Personnel from the Office of the SWIC will conduct one-on-one training with agency users who will be operating the PM workstation.

10. Dispatch Site Security

- a.** All agencies shall assure that no non-Motorola approved devices plugged into the USB ports of any console connected equipment. This includes prohibiting USB portable drives and the usage of any USB port to charge portable devices such as phones and music players.
 - i.** Agencies may designate a "clean" USB drive that only interfaces with other Dispatch equipment to facilitate the transfer of files to workstations such as Elite Dispatch configuration files (ELT Files).
- b.** An exception may be granted for agencies who use MCC7500E equipment and utilize an approved headset and/or audio accessories that are compliant with and supported by Motorola which use USB as an interface to the Dispatch application.
- c.** There will be no non-Motorola engineered internet connectivity on any SIRN Console sites.
- d.** There will be no public internet browsing allowed on any computers connected into the SIRN network.