



Title:	P25 Subscriber Spare Management Plan	SOP No:	ITS-RADIO-003C
Revision:	1.2	Effective Date:	August 28, 2018
Owner:	Manager - Wireless Communications	Department:	IT Solutions

P25 Subscriber Spare Management

1 Purpose

This policy dictates the City of Fort Worth P25 Subscriber Spare Management Plan including storage and inventory, security procedures, encryption as well as activation, redeployment and decommissioning of spare radios and parts. The objective of this goal is to achieve a standard process for Spare Management.

2 Scope

All City of Fort Worth subscribers on the public safety radio system that provides communications for first responders across much of North Central Texas, must comply with this policy.

3 References

- [ITS-RADIO-002 Subscriber Asset Management](#)
- [ITS-RADIO-003A New Subscriber Activation](#)
- [ITS-RADIO-004 Encryption Management](#)
- [ITS-RADIO-006 Lost or Stolen Radio](#)

4 Conditions for Exemption

External Agencies without CFW Managed AES Encryption.

Exceptions to the policy must be approved by the Senior Manager for Wireless Communications.

5 Justification

Storage and maintenance of an accurate inventory of subscribers provide direct user benefit and security as well as efficient control and tracking of city assets.

Encryption management of all spare subscribers that are put into service, removed from service or redeployed will preserve security, and ensure users experience no loss in service.



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6 Subscriber Spare Management

This section defines the specific policy on Subscriber Spare Management including Encryption.

6.1 *Subscriber Spares Managed*

Subscriber spares will be maintained and stored at the Wireless Communications facility. These units will remain in secure storage to be used as replacements for radios that are turned in for repair or as additional radios if needed. Radios stored and maintained by Wireless Communications are not counted as active radios for billing.

6.2 *Agencies Managing their own Backup Subscribers*

Agencies may maintain their own backup inventories. Backup radios maintained by agencies with active system ID numbers will be counted as active radios for billing purposes. Radios with inactive ID numbers are considered spares and will not be counted for billing purposes.

6.3 *Subscriber Storage and Inventory*

Radios stored by Wireless Communications will be secured in a locked storage area with restricted access. These units will be inventoried quarterly by Senior Technician (s) and the Operations Manager and the inventory list will be updated as units are issued.

6.4 *Encryption Management*

All radios with encryption that are not active must have the encryption keys removed. These radios will reside in a locked, controlled environment with restricted access in order to ensure security. These radios will be subject to monthly inventory. Any missing radio must be treated as lost or stolen and reported to IT Security immediately per Radio-006 *Lost or Stolen Radio*. External agencies with CFW managed AES encryption must secure their spare radios as described above.



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6.5 *Activating and Updating Spare Subscribers*

Activation of spare Subscriber radios or updates to them must be done by initiating an ITSM ticket. Financial approval will be required, except in emergencies, where the activation may take place prior to approval.

Activation, reconfiguration or decommissioning should follow the steps outlined in Radio-003A *New Subscriber Activation*, Radio-002 *Subscriber Asset Management* and Radio-004 *Encryption Management*.

7 Supporting Documentation

None



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Version Control

<u>Version</u>	<u>Date</u>	<u>Description</u>	<u>Author</u>
1.0	8/1/2014	Original version	Abinta Khan
1.1	12/5/2016	Update CFW P25 Radio System to Fort Worth Regional Radio System, update Radio Services to Wireless Communications.	Douglas O'Neal
1.2	8/28/2018	Removed Fort Worth Regional Radio System, Updated Communications Manager to Operations Manager.	Larry Crockett