



Title:	System Management Access Policy for External Agencies with Infrastructure	SOP No:	ITS-RADIO-010
Revision:	1.2	Effective Date:	May 6, 2019
Owner:	Manager Wireless Communications	Department:	IT Solutions

## **P25 System Management Access Policy for External Agencies with Infrastructure**

### **1 Purpose**

Establish a system management access policy that describes the specific capabilities that may be accessible to external agencies with infrastructure that connect to the public safety radio system that provides communications for first responders across much of North Central Texas network for communications.

### **2 Scope**

This policy applies to all external agencies with infrastructure that connect to the master switch.

### **3 References**

- Radio-004: [Encryption Management](#)
- Radio-007: [Security Policy for External Customers](#)
- Radio-008: [Network Security OS Upgrades and Patches](#)
- Radio-009: [System Management Access Policy](#)
- Radio-011: [System Management for External Agencies](#)

### **4 Conditions for Exemption**

External agencies that do not require any Network, Subscriber or IV&D Management capabilities.

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

### **5 Justification**

Defined guidelines and responsibilities for infrastructure customers provide specific information on features and functions that may be accessible on the Radio System network.



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This policy allows the City to monitor and track network access for security purposes and also ensure network management licensing is appropriate and remains adequate to support overall system usage.

## 6 System Management – External Agencies with Infrastructure

Policy **Radio-009** must be consulted for specific guidance on system management access and responsibilities. Infrastructure management applications that may be accessible to customers with simulcast cells or radio repeater sites specific to their operational needs.

External agencies with infrastructure and/or console systems will connect to the Radio System network through the network interface (RNI) or the customer enterprise network (CEN) which will be specific to their network design.

Procurement, installation, operation and maintenance of network management hardware, software and equipment required for network management functions are a responsibility of the requesting external agency.

### 6.1 *Infrastructure Network Management*

The numbers and types of network management applications available to each external agency will be specific to the network design, requirements and resource availability on the Radio System network.

### 6.2 *Network Management Client (NMC)*

NMC's utilized for infrastructure management may be configured with the following capabilities, features and functions. NMC's reside on the P25 RNI and therefore require direct network access to the CFW network. As such the policies in **Radio-007** and **Radio-008** must be reviewed.

- Unified Network Configurator (UNC) is a single application that allows configuration of all radio network and transport devices on the system.
- User Configuration Manager (UCM) is a communications management tool that allows configuration and control of consoles and subscribers. Features include manipulation of security groups, partitioning, fleet management of talk-groups, multi-groups and user profiles.



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- Radio Control Manager (RCM) is a capability used to monitor and manage radio incidents, issue commands and query the system database for specific information such as dynamic regrouping, selective inhibit and emergency alarm display.
- Subscriber Alias Management is used to manage, modify and maintain an external agency's own alias database on the network. Infrastructure and/or console customers who are granted subscriber management capabilities will utilize an NMC for aliasing functions. Please refer to **Radio-011** System Management for External Agencies.

### **6.3 Network Fault Management (NFM) Clients**

Network fault management servers which are referred to as Graphic Master Central (GMC) terminals may be accessible to external agencies that require direct monitoring capabilities of their own infrastructure, sites and consoles. Graphic Workstations (GWS) may be accessible to external agencies that require display of their equipment only.

GMC terminals reside on the P25 RNI and require direct network access to the City of Fort Worth network. As such, the guidelines in **Radio-007** and **Radio-008** must be reviewed.

### **6.4 Over-the-Air Programming (OTAP) Clients**

Per **Radio-007**, external agencies with OTAP will be managed by the CFW. However, if customers implement their own Presence Notifier (PN) Server, they will then be responsible for managing their own programming per policies using an OTAP client. An OTAP client must be loaded with customer programming software (CPS) software utilized to administer the external agency's subscribers. The OTAP client resides on the RNI as well.

### **6.5 Over-the-Air Rekeying (OTAR) Clients**

Per **Radio-007**, External Agencies using AES Encryption and OTAR on their infrastructure and console networks without a Key Management Facility (KMF) will be managed and monitored by the CFW.

If a KMF is implemented, the external agency will have access to their own OTAR client and be responsible for managing their own encryption keys as specifically documented in **Radio-004**. In this case the OTAR client would also reside on the RNI.



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## **7 Supporting Documentation**

Each external agency's specific executed ILA Agreement with the City of Fort Worth.



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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	12/20/16	Changed Radio Services to Wireless Communications, FW P25 Radio System to Fort Worth Regional Radio System, Document formatting	Kim Smith
1.2	5/6/2019	Changed reference to FWRRS to updated terminology	Larry Crockett