| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

# P25 New Subscriber Activation Plan

## 1     Purpose

The objective of this policy is to define the procedure to activate new subscribers on the City of Fort Worth P25 Radio System, including encryption capabilities.  The goal of this procedure is to ensure that all new subscribers are enabled using the same methodology to achieve accuracy, preserve security and consistency.  This procedure will also be applicable to subscribers that are redeployed or removed from service.

## 2     Scope

All subscribers on the CFW P25 Radio System including internal and external must comply with this policy.

## 3     References

- ITS-RADIO-001_P25 ID&Naming
- ITS-RADIO-002_Subscriber Asset Management
- ITS-RADIO-004_Encryption Management
- ITS-RADIO-006_Lost or Stolen Radio

## 4     Conditions for Exemption

Exceptions to the policy must be approved by the Senior Manager over Radio Services.

## 5     Justification

Implement a system wide procedure for subscriber activation, redeployment and removal from service in order to achieve accuracy and consistency.

Utilize a consistent methodology for encryption management of subscribers when they are activated, redeployed or decommissioned from service.

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

# 6     New Subscriber Activation Procedure

This section describes the specific process for activating new subscribers on the CFW P25 Radio System.

Figure 1 illustrates the relationship between the existing policies P&P 1, Radio-001: Talkgroup ID and Naming Policy, P&P 2, Radio-002: Subscriber Asset Management, P&P 4, Radio-004: Subscriber Encryption Management, P&P 6, Radio-006: Lost or Stolen Radio and P&P 3A, Radio-003A New Subscriber Activation.  While the referenced policies are prerequisites to activating a new subscriber they also define the process to follow for updates and reconfiguration to active subscribers.
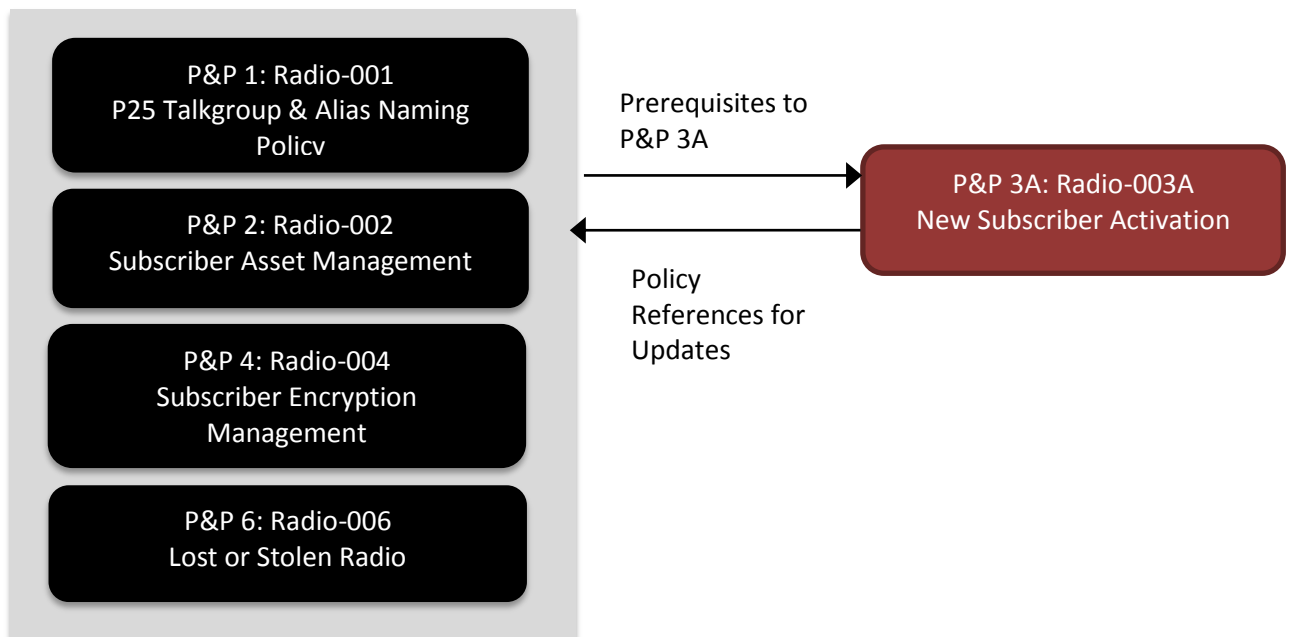


**Figure 1: New Subscriber Activation Policy Relationship**

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

## 6.1    New Subscribers

Prior to activation of New Subscribers, the steps below must be completed.
*ITS-RADIO-002: Subscriber Asset Management* policy describes the Subscriber Asset Inventory and Predeployment methodologies to be performed prior to configuration and programming. Key radio information including the serial number, manufacturer, model number, department, purchase date, warranty duration, funding source and description are entered into the MCM database.

After New Subscribers have been captured in MCM and provisioned correctly on the network per the steps in Radio-002, they are activated using the steps below:

- A new subscriber request must be submitted to the Radio Services group. For City of Fort Worth P25 radios, the request will be sent via an ITSM Helpdesk ticket.  For external agencies, the ID request form in Appendix A of Radio-001 can be used.  New subscriber requests should include the radio serial number, desired radio alias and requested programming template.
- Radio Services will assign a new P25 Trunking ID and update MCM.
- The Radio Configuration will be entered into the Network Management terminal to include the radio serial number and the Trunking ID.
- The User Configuration will be entered using the Trunking ID, the requested Alias, the system access, whether the radio has encryption, voice and data capabilities, data access connection and default home talk group. User profile will be selected based upon group is requesting the additional radio.

## 6.2    Enabling Encryption

Encryption will be enabled per the process designated in Radio-004, which describes encrypting, radios in detail.

The procedure below describes how encryption will be enabled on the network once Radio-004 has been completed:

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

If a radio requires the use of encryption; the appropriate box will be checked on the user profile in the User Configuration section of the Network Manager as illustrated by the screenshot in Figure 2.
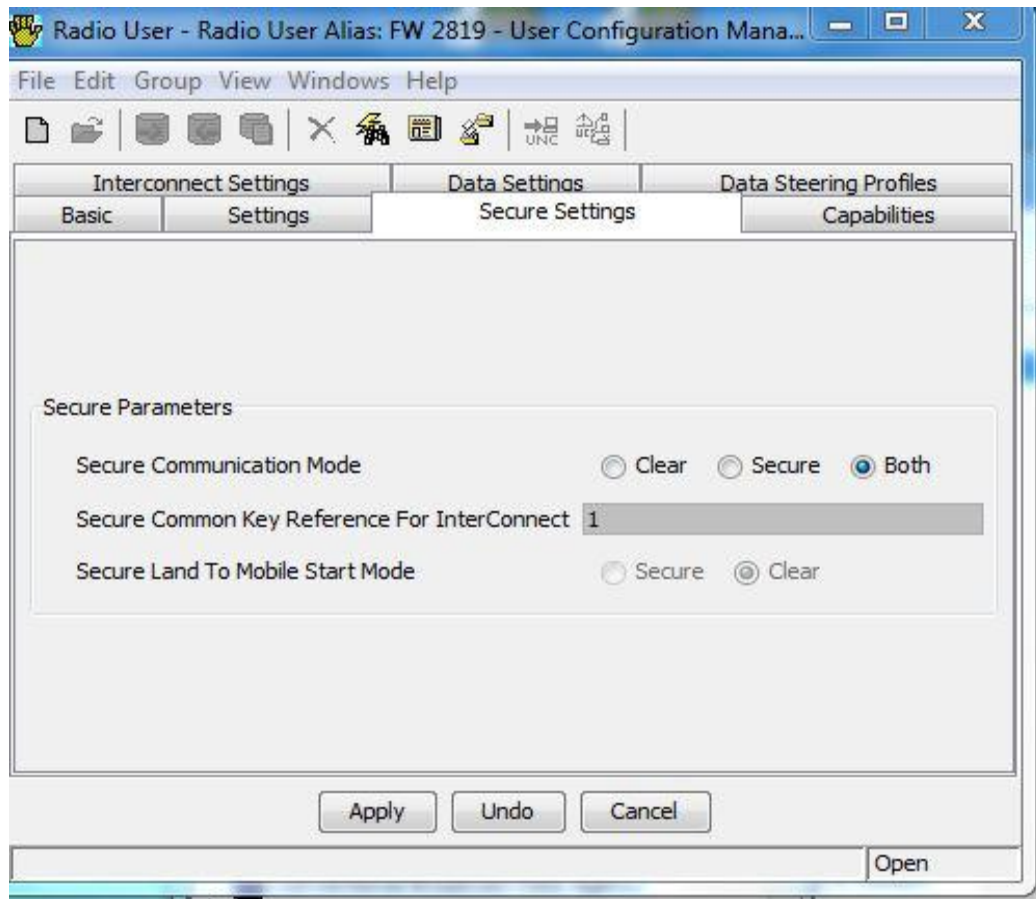


**Figure 2: Enabling Encryption in Network Manager**

The radio must be programmed with a code plug that has encryption enabled and encryption keys defined.

City of Fort Worth P25 AES encrypted subscribers will be loaded with dummy encryption keys by Radio Services.  Refer to *ITS-RADIO-004 Encryption Management* for further steps.

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

## 6.3 Reconfigured Subscribers including encryption

Activated subscribers that require reconfiguration or other updates must again follow the policies and procedures defined in Radio-001, Radio-002 and Radio-004. These documents outline the specific steps to update properties and encryption keys on active subscribers and enter updates into MCM correctly.

- A written request is required to reconfigure a radio. For external agencies, the ID request form in the *Forms* section of Radio-001 can be used. This should include the radio serial number or radio Alias.
- Once a written request has been received by Radio Services, it will be determined if this reconfiguration will be done manually or using the Over the Air Programming method. If manually, the radio to be reconfigured must be brought by the Radio Services facility for programming. If OTAP is used, the user will be directed by Radio Services personnel to ensure the radio is on and tuned to a low-use talk group. The new program will be loaded into the radio.
- If the radio requires an encryption update, the procedure in Radio-004 will be followed to either OTAR or manually update the radio.
- Radio Services personnel will ensure the new radio configuration is listed correctly in the radio record in MCM per Radio-002. This would include a new radio program, a change in Alias and/or a change in location.

## 6.4 Removal from Service

Decommissioned Subscribers including encryption - Radios must be removed from active asset inventory and the record updated per the procedure in Radio-002.

- A written request from a Supervisor or above is required to decommission a subscriber radio. This request must include either the serial number, Trunking ID or radio alias. The information should also include whether the radio has encryption enabled or not.
- A radio to be decommissioned will be disabled in the User Configuration section of the Network Manager.
- The radio record in MCM will be amended to show inactive status per Radio-002.
- If the radio has encryption keys, the radio will be reloaded with dummy keys prior to storage for security per Radio-004.

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

<u>Lost or Stolen Subscribers including encryption</u> **-** Lost or Stolen Subscribers must follow the procedure outlined in Radio-006 which describes the process for reporting lost/stolen radios, tracking, inhibiting, re-enabling and zeroizing encrypted radios if necessary.  The Subscriber Asset Inventory must be updated per the procedure in Radio-002.

- An ITSM ticket must be opened through Helpdesk to report a ost or stolen subscriber radio following the specific steps in Radio-006.  This request must include either the serial number, P25 Trunking ID or radio Alias. The information should also include whether the radio has encryption enabled or not.
- A radio that has been reported lost or stolen will be disabled in the User Configuration section of the Network Manager.
- The radio record in MCM will be amended to show lost or stolen status per Radio-002.
- Verification of the lost or stolen radio status update will be sent to the owning entity.

# 7 Supporting Documentation

None

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.0 | Effective Date: | August 1, 2014 |
| Owner: | Manager - Radio Services | Department: | IT Solutions |

## *Version Control*

| Version | Date | Description | Author |
|---|---|---|---|
| 1.0 | 8/1/2014 | Original version | Abinta Khan |
| | | | |
| | | | |
| | | | |