| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | 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 public safety radio system that provides communications for first responders across much of North Central Texas, 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 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 for Wireless Communications.

## 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: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | Department: | IT Solutions |

## 6      New Subscriber Activation Procedure

This section describes the specific process for activating new subscribers on the 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.
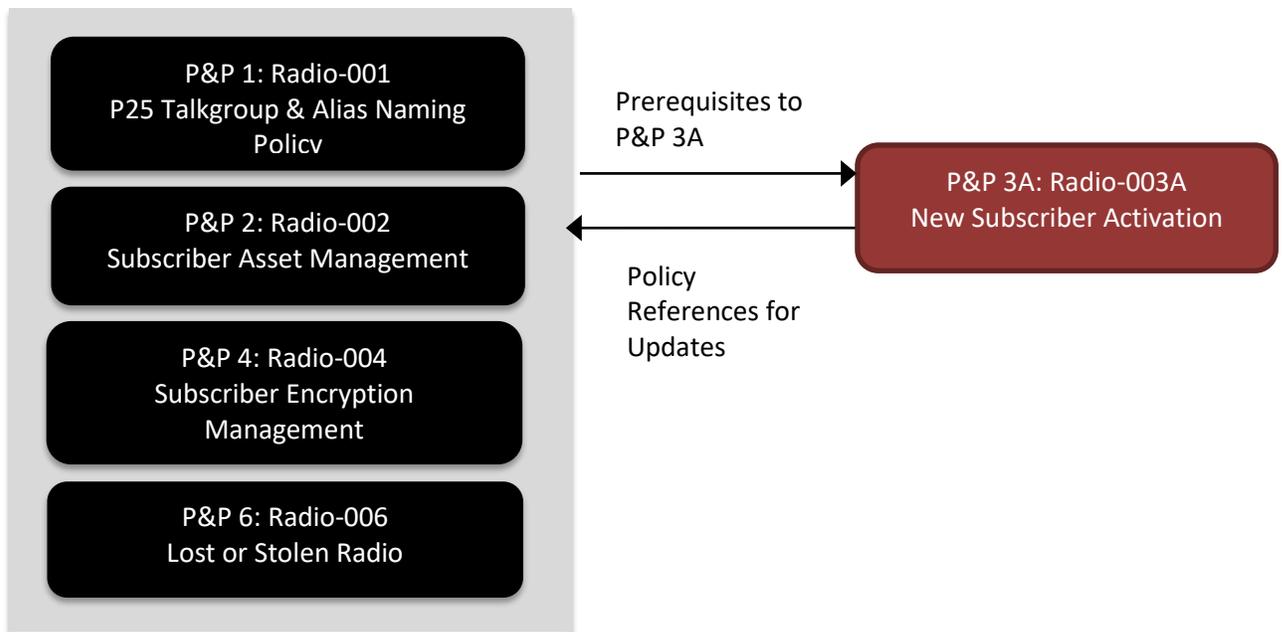


**Figure 1: New Subscriber Activation Policy Relationship**

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | 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 Wireless Communications group. For City of Fort Worth P25 radios, the request will be sent via an ITSM Helpdesk ticket.  For external agencies, the P25 ID Request Form, located at https://www.fortworthtexas.gov/departments/it-solutions/cfwradios-policy, can be used and submitted via the City of Fort Worth web portal (https://www.fortworthtexas.gov/departments/it-solutions/cfwradios. http://fortworthtexas.gov/itsolutions/cfwradios/.  New subscriber requests should include the radio serial number, desired radio alias and requested programming template.
- Wireless Communications will assign a new P25 Trunking ID for internal agencies and those we provide ID numbers and update MCM.
- The Radio Configuration will be entered using the Trunking ID, serial number,  Alias, the  Site Access profile,  whether the radio has encryption, voice and data capabilities, data access connection and default home talk group.  The Emergency Alarm comment box is used to designate which entity is responsible for the 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: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | Department: | IT Solutions |

If a radio requires the use of encryption; the appropriate box will be checked on the Provisioning Manager as illustrated by the screenshot in Figure 2.



**Figure 2: Enabling Encryption in Provisioning 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 Wireless Communications.  Refer to *ITS-RADIO-004 Encryption Management* for further steps.

## 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 and radio Alias.
- Once a written request has been received by Wireless Communications, 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 Wireless Communications facility for programming. If OTAP is used, the user will be directed by Wireless Communications personnel to ensure the radio is on and tuned to a designated 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.
- Wireless Communications 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 Radio Configuration section of the Provisioning 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 have all keys removed (zeroized) prior to storage for security per Radio-004.

| Title: | P25 New Subscriber Activation Plan including Encryption | SOP No: | ITS-RADIO-003A |
|---|---|---|---|
| Revision: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | 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 lost 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 Radio Configuration section of the  Provisioning 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: | 1.1 | Effective Date: | March 28, 2022 |
| Owner: | Manager - Wireless Communications | Department: | IT Solutions |

## *Version Control*

| Version | Date | Description | Author |
|---|---|---|---|
| 1.0 | 8/1/2014 | Original version | Abinta Khan |
| 1.1 | 3/28/2022 | Update Radio Services to Wireless Communications, update CFW P25 to Fort Worth Regional, update process for which assets are added to MCM for tracking, update graphics for Provisioning Manager. | Larry Crockett |
| | | | |