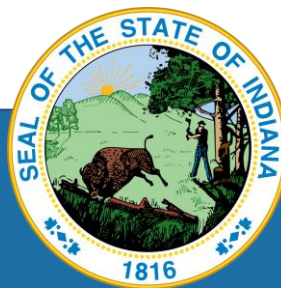




INDIANA STATEWIDE COMMUNICATION INTEROPERABILITY PLAN



September 2021

Developed by the Indiana Statewide Interoperability Executive Committee with
Support from the Cybersecurity and Infrastructure Security Agency

DRAFT – INTERNAL WORKING DOCUMENT

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LETTER FROM THE STATEWIDE INTEROPERABILITY COORDINATOR

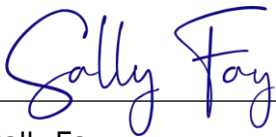
Greetings,

As the Statewide Interoperability Coordinator (SWIC) for the Indiana, I am pleased to present to you the 2021 Indiana Statewide Communication Interoperability Plan (SCIP). The SCIP represents the State's continued commitment to improving emergency communications interoperability and supporting the public safety practitioners throughout the state. In addition, this update meets the requirement of the current U.S. Department of Homeland Security grant guidelines.

Representatives from the Indiana Statewide Interoperability Executive Committee (SIEC) and Integrated Public Safety Commission (IPSC) collaborated to update the SCIP with actionable and measurable goals and objectives that have champions identified to ensure completion. These goals and objectives focus on Governance, Technology and Cybersecurity, and Funding. They are designed to support our state in planning for new technologies and navigating the ever-changing emergency communications landscape. They also incorporate the state interoperability markers which describe Indiana's level of interoperability maturity by measuring progress against 25 markers.

As we continue to enhance interoperability, we must remain dedicated to improving our ability to communicate among disciplines and across jurisdictional boundaries. With help from public safety practitioners statewide, we will work to achieve the goals set forth in the SCIP and become a nationwide model for statewide interoperability.

Sincerely,



Sally Fay
Indiana Statewide Interoperability Coordinator
Integrated Public Safety Commission

INTRODUCTION



The SCIP is a one-to-three-year strategic planning document that contains the following components:

- **Introduction** – Provides the context necessary to understand what the SCIP is and how it was developed. It also provides an overview of the current emergency communications landscape.
- **Vision and Mission** – Articulates Indiana’s vision and mission for improving emergency and public safety communications interoperability over the next one-to-three-years.
- **Governance** – Describes the current governance mechanisms for communications interoperability within Indiana as well as successes, challenges, and priorities for improving it. The SCIP is a guiding document and does not create any authority or direction over any state or local systems or agencies.
- **Technology and Cybersecurity** – Outlines public safety technology and operations needed to maintain and enhance interoperability across the emergency communications ecosystem.
- **Life Cycle Funding** – Describes the funding sources and allocations that support interoperable communications capabilities within Indiana along with methods and strategies for funding sustainment and enhancement to meet long-term goals.
- **Implementation Plan** – Describes Indiana’s plan to implement, maintain, and update the SCIP to enable continued evolution of and progress toward the State’s interoperability goals.

The Emergency Communications Ecosystem consists of many inter-related components and functions, including communications for incident response operations, notifications and alerts and warnings, requests for assistance and reporting, and public information exchange. The primary functions are depicted in the 2019 National Emergency Communications Plan.¹

The Interoperability Continuum, developed by the Department of Homeland Security’s SAFECOM program and shown in Figure 1, serves as a framework to address challenges and continue

¹ [2019 National Emergency Communications Plan](#)

improving operable/interoperable and public safety communications.² It is designed to assist public safety agencies and policy makers with planning and implementing interoperability solutions for communications across technologies.

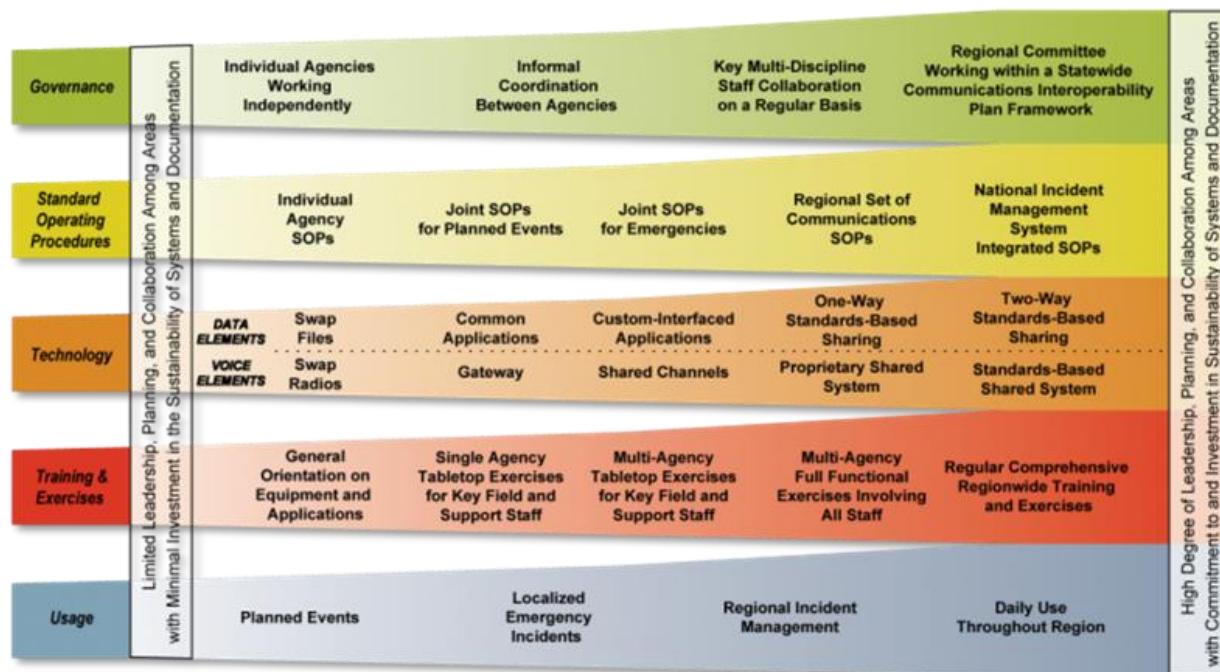


Figure 1: Interoperability Continuum

Interoperability and Emergency Communications Overview

Interoperability is the ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government as needed and as authorized. Reliable, timely communications among public safety responders and between public safety agencies and citizens is critical to effectively carry out public safety missions, and in many cases, saving lives.

Traditional voice capabilities, such as land mobile radio (LMR) and landline 9-1-1 services have long been and continue to be critical tools for communications. However, the advancement of internet protocol-based technologies in public safety has increased the type and amount of information responders receive, the tools they communicate with, and complexity of new and interdependent systems. New technologies increase the need for coordination across public safety disciplines, communications functions, and levels of government to ensure emergency communications capabilities are interoperable, reliable, and secure.

An example of this evolution is the transition of public-safety answering points (PSAPs) to Next Generation 9-1-1 (NG9-1-1) technology that will enhance sharing of critical information in real-time using multimedia—such as pictures, video, and text — among citizens, PSAP operators, dispatch, and first responders. While potential benefits of NG9-1-1 are tremendous, implementation challenges remain. Necessary tasks to fully realize these benefits include interfacing disparate

² [Interoperability Continuum Brochure](#)

systems, developing training and standard operating procedures (SOPs) and ensuring information security.

VISION AND MISSION

This section describes Indiana’s vision and mission for improving emergency and public safety communications interoperability:

Vision:

Indiana’s first responders will be able to leverage and share data and communicate at optimal efficiency, in real time, across jurisdictions and disciplines, enabling more effective response during day-to-day operations and catastrophic events

Mission:

Indiana’s mission is to facilitate statewide public safety communications and strengthen community safety and security by minimizing the barriers to interoperable communications

GOVERNANCE

Indiana Code 5-26-2 established the Integrated Public Safety Commission (IPSC), the governing body for interoperable public safety communications in Indiana. The IPSC is made up of 12 members that represent state, local, and federal agencies in addition to municipal and county executives and the 10 Indiana Homeland Security Districts. The IPSC includes three working groups focused on Technology, Communications Unit (COMU), and Grants.

The Statewide Interoperability Executive Committee (SIEC) is a formal advisory committee to the IPSC and is made up of members from each of the 10 state Homeland Security Districts, state agencies, PSAPs and non-governmental representatives. The SIEC meets quarterly to discuss gaps in interoperable communications technology and provide a driving force for the IPSC. The Public Safety Broadband Executive Committee and key players comprise the working group overseeing the FirstNet initiative for Indiana. This group is led by two co-chairs, the Executive Director of the Indiana Department of Homeland Security, and the Indiana Chief Information Officer (CIO).

In the future, Indiana seeks to increase the involvement of members from PSAPs in the SIEC. In addition, the state will broaden SIEC membership to account for emerging technologies.

The following table outlines goals and objectives related to Governance:

Governance	
Goal	Objectives
1. Active and increased participation of SIEC membership	1.1 Increase participation at SIEC meetings
	1.2 Review and revise SIEC charter to address gaps in membership and responsibilities
2. Support Technology working group	2.1 Identify structure for technology working group

TECHNOLOGY AND CYBERSECURITY

Land Mobile Radio

Project Hoosier Safety Acting for Everyone – Together (SAFE-T) is the statewide, interoperable, wireless public safety communications system for Indiana local, state, and federal first responders and stakeholders. SAFE-T is a Project 25 (P25) 700/800 Megahertz (MHz) trunked voice and data system. SAFE-T replaces inadequate, obsolete, and incompatible communications systems and allows for interagency coordination and response to routine, emergency, and catastrophic events. Public safety agencies independently choose to participate in SAFE-T. The system includes over 180 towers that manage and cover 92 counties, and over 90,000 users. Statewide Computer-Aided Dispatch/Records Management System (CAD/RMS) is available for sharing information between public safety agencies.

At a statewide level, Indiana is currently in P25 Phase I and plans to transition to Phase II in the coming years as more Phase II compatible radios replace incompatible radios on the SAFE-T system.

Broadband

Indiana opted into FirstNet in 2017 and is working to expand its capabilities by building purpose-built FirstNet cell sites and enhancing nearly 700 existing sites. The IPSC and SIEC are the governance bodies for broadband in the State. Indiana will continue to enhance its statewide public safety broadband capabilities and usage through a coordinated IPSC effort to increase FirstNet coverage.

In January of 2020, the IPSC connected its statewide LMR system core to the FirstNet/AT&T Enhanced Push-to-Talk (EPTT) platform using the P25 Inter RF Subsystem Interface (ISSI). The EPTT platform is used by Indiana's FirstNet users. Public safety agencies may opt-in to this platform to augment their communications capabilities, allowing users on an LTE network to connect via Wi-Fi and use a P25 network.

The state is also investing in Critical Connect, a cloud-based platform that not only provides the ability to connect LMR to broadband, but also can connect disparate LMR systems.

9-1-1/Next Generation 9-1-1

Indiana Code 36-8-16.7 established the Indiana Statewide 9-1-1 Board on July 1, 2012. The purpose of the Statewide 9-1-1 Board is to develop, implement, and oversee the statewide 9-1-1 system. The Board provides support to PSAP directors as they individually create, and update Continuity of Operations Plans (COOP). The Board also oversees the operations of an IP-based Emergency Services Internal Protocol Network (ESInet). Indiana has 307 PSAPs across its 92 counties. All 92 counties in Indiana are connected to the ESInet and use text to 9-1-1.

In the future, Indiana aims to develop COOP plans for all 92 counties, increase training for dispatcher positions within emergency response, and maintain a functional and active Telecommunications Emergency Response Team (TERT).

Alerts and Warnings

In Indiana, 11 local jurisdictions have Integrated Public Alert and Warning System (IPAWS) authority. Across the State, agencies use multiple different Alerts and Warnings applications and systems. The State aims to create statewide guidelines for issuing Alerts and Warnings, add more IPAWS users across the state, and educate the public on the different types of Alerts and Warnings.

Cybersecurity

The Indiana Executive Council on Cybersecurity is led by the Indiana Department of Homeland Security, the Indiana Office of Technology, and the Indiana National Guard; and is made up of local, state, and federal government representatives, private-sector, military, research, and academic stakeholders to collaboratively enhance and increase the efficacy of Indiana's cybersecurity. The State looks to promote the integration of cybersecurity into the emergency communications ecosystem and integrate cybersecurity planning into all new and emerging technologies.

Technology and cybersecurity goals and objectives include the following:

Technology and Cybersecurity	
Goal	Objectives
3. Promote the integration of cybersecurity into the emergency communications ecosystem	3.1 Adhere to state cybersecurity plan
	3.2 Develop a cybersecurity profile of systems and acceptable risk
4. Enhance statewide public safety broadband capability and usage	4.1 Establish processes for evaluating applications for interoperability (Technology working group)
	4.2 Continue to meet regularly with vendors and carriers to maintain a working partnership and continued education on implementing policies and procedures
	4.3 Define data sharing for broadband
5. Support NG9-1-1 training	5.1 Support and promote certified training for telecommunications personnel and refine the process
6. Enhance LMR capabilities	6.1 Support existing public safety communications
	6.2 Integration of LTE and LMR Systems
	6.3 Revisit and disseminate LMR procedures
	6.4 Enhanced LMR coverage
	6.5 Transition to P25 Phase II
	6.6 LMR over Wi-Fi
	6.7 Create linkages for interstate interoperability and linking disparate systems (ISSI/CSSI)
	6.8 Create an interoperable encryption management plan and best practices
7. Enhance alerts and warning capabilities	7.1 Coordinate with managers of alerts and warnings programs
	7.2 Training and education
	7.3 Assess needs and gaps with alerts and warnings capabilities

FUNDING

Implementation, maintenance, and upgrades to the statewide 700/800 MHz LMR system is provided through a dedicated fund created from a portion of Bureau of Motor Vehicle registrations. Users of the statewide LMR system pay no user fees, a benefit which leads to substantial savings for agencies. They must, however, purchase the equipment used to operate on the system. Funding to purchase and maintain equipment has been an ongoing challenge for Indiana state and local agencies.

Moving forward, the SIEC has established a Grants Working Group to identify grants and develop grants guidance, not only for the statewide LMR and CAD systems, but also for FirstNet purchases. As the emergency communications ecosystem expands, Indiana will continue to identify funding sources to support interoperability and public safety communications.

Funding goals and objectives include the following:

Funding	
Goal	Objectives
8. Identify funding sources for achieving interoperable and public safety communication goals	8.1 Research and distribute funding opportunities to locals
	8.2 Identify interoperable communications system sustainment needs
9. Continue to coordinate with Indiana Department of Homeland Security Senior Advisory Committee to align grants with state and national communications goals	9.1 Develop and publish grants guidance

IMPLEMENTATION PLAN

Each goal and its associated objectives have a timeline with a target completion date, and one or multiple owners that will be responsible for overseeing and coordinating its completion. Accomplishing goals and objectives will require the support and cooperation from numerous individuals, groups, or agencies, and will be added as formal agenda items for review during regular governance body meetings. The Cybersecurity and Infrastructure Security Agency's (CISA) Interoperable Communications Technical Assistance Program (ICTAP) has a catalog³ of technical assistance available to assist with the implementation of the SCIP. Technical assistance requests are to be coordinated through the SWIC.

Goals	Objectives	Owners	Completion Date
1. Active and increased participation of SIEC membership	1.1 Increase participation at SIEC meetings	SWIC, SIEC	December 2022 and annually thereafter
	1.2 Review and revise SIEC charter to address gaps in membership and responsibilities		
2. Support Technology working group	2.1 Identify structure for technology working group	SIEC, SWIC, CISA, Indiana Office of Technology (IOT), Indiana 9-1-1	January 2022 and annually thereafter
3. Promote the integration of cybersecurity into the emergency communications ecosystem	3.1 Adhere to state cybersecurity plan	Indiana Executive Council on Cybersecurity (IECC), IPSC, corporate partners, local PSAPs, CIO	Ongoing
	3.2 Develop a cybersecurity profile of systems and acceptable risk		
4. Enhance statewide public safety broadband capability and usage	4.1 Establish processes for evaluating applications for interoperability (Technology working group)	SIEC, Single Point of Contact (SPOC)	Ongoing
	4.2 Continue to meet regularly with vendors and carriers to maintain a working partnership and continued education on implementing policies and procedures		
	4.3 Define data sharing for broadband		

³ [Emergency Communications Technical Assistance Planning Guide](#)

Goals	Objectives	Owners	Completion Date
5. Support NG9-1-1 training	5.1 Support and promote certified training for telecommunications personnel and refine the process	Indiana 9-1-1, Indiana National Emergency Number Association (NENA), Indiana Association of Public-Safety Communications Officials (APCO), local PSAPs, SWIC	Ongoing
6. Enhance LMR capabilities	6.1 Support existing public safety communications 6.2 Integration of LTE and LMR Systems 6.3 Revisit and disseminate LMR procedures 6.4 Enhanced LMR coverage 6.5 Transition to P25 Phase II 6.6 LMR over Wi-Fi 6.7 Create linkages for interstate interoperability and linking disparate systems (ISSI/CSSI) 6.8 Create an interoperable encryption management plan and best practices	IPSC, SWIC, business partners (ex. Motorola, FirstNet), SIEC, local stakeholders	Ongoing
7. Enhance alerts and warning capabilities	7.1 Coordinate with managers of alerts and warnings programs 7.2 Training and education 7.3 Assess needs and gaps with alerts and warnings capabilities	IDHS, Indiana State Police, Indiana Broadcasters Association, National Weather Service, SWIC, local/county emergency managers, local PSAPs	Ongoing
8. Identify funding sources for achieving interoperable and public safety communication goals	8.1 Research and distribute funding opportunities to locals 8.2 Identify interoperable communications system sustainment needs	SWIC, SIEC, IDHS, Indiana 9-1-1, SAFECOM, CISA	Ongoing

Goals	Objectives	Owners	Completion Date
9. Continue to coordinate with IDHS Senior Advisory Committee to align grants with state and national communications goals	9.1 Develop and publish grants guidance	IDHS, SWIC	Ongoing

APPENDIX A: STATE MARKERS

In 2019, CISA supported states and territories in establishing an initial picture of interoperability nationwide by measuring progress against 25 markers. These markers describe a state or territory's level of interoperability maturity. Below is Indiana's assessment of their progress against the markers.

Marker #	Best Practices / Performance Markers	Initial	Defined	Optimized
1	State-level governing body established (e.g., SIEC, SIGB). Governance framework is in place to sustain all emergency communications	Governing body does not exist, or exists and role has not been formalized by legislative or executive actions	Governing body role established through an executive order	Governing body role established through a state law
2	SIGB/SIEC participation. Statewide governance body is comprised of members who represent all components of the emergency communications ecosystem.	Initial (1-2) Governance body participation includes: <input type="checkbox"/> Communications Champion/SWIC <input type="checkbox"/> LMR <input type="checkbox"/> Broadband/LTE <input type="checkbox"/> 9-1-1 <input type="checkbox"/> Alerts, Warnings and Notifications	Defined (3-4) Governance body participation includes: <input checked="" type="checkbox"/> Communications Champion/SWIC <input checked="" type="checkbox"/> LMR <input checked="" type="checkbox"/> Broadband/LTE <input checked="" type="checkbox"/> 9-1-1 <input checked="" type="checkbox"/> Alerts, Warnings and Notifications	Optimized (5) Governance body participation includes: <input type="checkbox"/> Communications Champion/SWIC <input type="checkbox"/> LMR <input type="checkbox"/> Broadband/LTE <input type="checkbox"/> 9-1-1 <input type="checkbox"/> Alerts, Warnings and Notifications
3	SWIC established. Full-time SWIC is in place to promote broad and sustained participation in emergency communications.	SWIC does not exist	Full-time SWIC with collateral duties	Full-time SWIC established through executive order or state law
4	SWIC Duty Percentage. SWIC spends 100% of time on SWIC-focused job duties	SWIC spends >1, <50% of time on SWIC-focused job duties	SWIC spends >50, <90% of time on SWIC-focused job duties	SWIC spends >90% of time on SWIC-focused job duties
5	SCIP refresh. SCIP is a living document that continues to be executed in a timely manner. Updated SCIPs are reviewed and approved by SIGB/SIEC.	No SCIP OR SCIP older than 3 years	SCIP updated within last 2 years	SCIP updated in last 2 years and progress made on >50% of goals
6	SCIP strategic goal percentage. SCIP goals are primarily strategic to improve long term emergency communications ecosystem	<50% are strategic goals in SCIP	>50%<90% are strategic goals in SCIP	>90% are strategic goals in SCIP

	(LMR, LTE, 9-1-1, A&W) and future technology transitions (5G, IoT, UAS, etc.). (Strategic and non-strategic goals are completely different; strategy – path from here to the destination; it is unlike tactics which you can "touch"; cannot "touch" strategy)			
7	Integrated emergency communication grant coordination. Designed to ensure state / territory is tracking and optimizing grant proposals, and there is strategic visibility how grant money is being spent.	No explicit approach or only informal emergency communications grant coordination between localities, agencies, SAA and/or the SWIC within a state / territory	SWIC and/or SIGB provides guidance to agencies and localities for emergency communications grant funding but does not review proposals or make recommendations	SWIC and/or SIGB provides guidance to agencies and localities for emergency communications grant funding and reviews grant proposals for alignment with the SCIP. SWIC and/or SIGB provides recommendations to the SAA
8	Communications Unit process. Communications Unit process present in state / territory to facilitate emergency communications capabilities. Check the boxes of which Communications positions are currently covered within your process: <input checked="" type="checkbox"/> COML <input checked="" type="checkbox"/> COMT <input type="checkbox"/> ITSL <input checked="" type="checkbox"/> RADO <input checked="" type="checkbox"/> INCM <input checked="" type="checkbox"/> INTD <input checked="" type="checkbox"/> AUXCOM <input checked="" type="checkbox"/> TERT	No Communications Unit process at present	Communications Unit process planned or designed (but not implemented)	Communications Unit process implemented and active
9	Interagency communication. Established and applied interagency communications policies, procedures and guidelines.	Some interoperable communications SOPs/SOGs exist within the area and steps have been taken to institute these interoperability procedures among some agencies	Interoperable communications SOPs/SOGs are formalized and in use by agencies within the area. Despite minor issues, SOPs/SOGs are successfully used during responses and/or exercises	Interoperable communications SOPs/SOGs within the area are formalized and regularly reviewed. Additionally, NIMS procedures are well established among agencies and disciplines. All needed procedures are effectively

				utilized during responses and/or exercises.
10	TICP (or equivalent) developed. Tactical Interoperable Communications Plans (TICPs) established and periodically updated to include all public safety communications systems available	Regional or statewide TICP in place	Statewide or Regional TICP(s) updated within past 2-5 years	Statewide or Regional TICP(s) updated within past 2 years
11	Field Operations Guides (FOGs) developed. FOGs established for a state or territory and periodically updated to include all public safety communications systems available	Regional or statewide FOG in place	Statewide or Regional FOG(s) updated within past 2-5 years	Statewide or Regional FOG(s) updated within past 2 years
12	Alerts & Warnings. State or Territory has Implemented an effective A&W program to include Policy, Procedures and Protocol measured through the following characteristics: (1) Effective documentation process to inform and control message origination and distribution (2) Coordination of alerting plans and procedures with neighboring jurisdictions (3) Operators and alert originators receive periodic training (4) Message origination, distribution, and correction procedures in place	<49% of originating authorities have all of the four A&W characteristics	>50%<74% of originating authorities have all of the four A&W characteristics	>75%<100% of originating authorities have all of the four A&W characteristics
13	Radio programming. Radios programmed for National/Federal, SLTT interoperability channels and channel nomenclature consistency across a state / territory.	<49% of radios are programmed for interoperability and consistency	>50%<74% of radios are programmed for interoperability and consistency	>75%<100% of radios are programmed for interoperability and consistency
14	Cybersecurity Assessment Awareness. Cybersecurity assessment awareness. (Public safety communications networks are defined as covering: LMR, LTE, 9-1-1, and A&W)	Public safety communications network owners are aware of cybersecurity assessment availability and value (check yes or no for each option) <input type="checkbox"/> LMR <input type="checkbox"/> LTE	Initial plus, conducted assessment, conducted risk assessment. (check yes or no for each option) <input checked="" type="checkbox"/> LMR <input type="checkbox"/> LTE <input checked="" type="checkbox"/> 9-1-1/CAD	Defined plus, Availability of Cyber Incident Response Plan (check yes or no for each option) <input type="checkbox"/> LMR <input type="checkbox"/> LTE <input type="checkbox"/> 9-1-1/CAD

		<input type="checkbox"/> 9-1-1/CAD <input type="checkbox"/> A&W	<input type="checkbox"/> A&W	<input type="checkbox"/> A&W
15	NG9-1-1 implementation. NG9-1-1 implementation underway to serve state / territory population.	Working to establish NG9-1-1 governance through state/territorial plan. <ul style="list-style-type: none"> • Developing GIS to be able to support NG9-1-1 call routing. • Planning or implementing ESInet and Next Generation Core Services (NGCS). • Planning to or have updated PSAP equipment to handle basic NG9-1-1 service offerings. 	More than 75% of PSAPs and Population Served have: <ul style="list-style-type: none"> • NG9-1-1 governance established through state/territorial plan. • GIS developed and able to support NG9-1-1 call routing. • Planning or implementing ESInet and Next Generation Core Services (NGCS). • PSAP equipment updated to handle basic NG9-1-1 service offerings. 	More than 90% of PSAPs and Population Served have: <ul style="list-style-type: none"> • NG9-1-1 governance established through state/territorial plan. • GIS developed and supporting NG9-1-1 call routing. • Operational Emergency Services IP Network (ESInet)/Next Generation Core Services (NGCS). • PSAP equipment updated and handling basic NG9-1-1 service offerings.
16	Data operability / interoperability. Ability of agencies within a region to exchange data on demand, and needed, and as authorized. Examples of systems would be: <ul style="list-style-type: none"> - CAD to CAD - Chat - GIS - Critical Incident Management Tool (- Web EOC) 	Agencies are able to share data only by email. Systems are not touching or talking.	Systems are able to touch but with limited capabilities. One-way information sharing.	Full system to system integration. Able to fully consume and manipulate data.
17	Future Technology/Organizational Learning. SIEC/SIGB is tracking, evaluating, implementing future technology (checklist)	<input checked="" type="checkbox"/> LMR to LTE Integration <input checked="" type="checkbox"/> 5G <input checked="" type="checkbox"/> IoT (cameras) <input checked="" type="checkbox"/> UAV (Smart Vehicles) <input checked="" type="checkbox"/> UAS (Drones) <input checked="" type="checkbox"/> Body Cameras <input checked="" type="checkbox"/> Public Alerting Software <input checked="" type="checkbox"/> Sensors <input checked="" type="checkbox"/> Autonomous Vehicles	<input checked="" type="checkbox"/> Wearables <input checked="" type="checkbox"/> Machine Learning/Artificial Intelligence/Analytics <input checked="" type="checkbox"/> Geolocation <input checked="" type="checkbox"/> GIS <input checked="" type="checkbox"/> Situational Awareness Apps-common operating picture applications (i.e. Force Tracking, Chat Applications,	<input checked="" type="checkbox"/> HetNets/Mesh Networks/Software Defined Networks <input checked="" type="checkbox"/> Acoustic Signaling (Shot Spotter) <input checked="" type="checkbox"/> ESInet <input checked="" type="checkbox"/> 'The Next Narrowbanding' <input checked="" type="checkbox"/> Smart Cities

		☒ MCPTT Apps	Common Operations Applications)	
18	Communications Exercise objectives. Specific emergency communications objectives are incorporated into applicable exercises Federal / state / territory-wide	Regular engagement with State Training and Exercise coordinators	Promote addition of emergency communications objectives in state/county/regional level exercises (target Emergency Management community). Including providing tools, templates, etc.	Initial and Defined plus mechanism in place to incorporate and measure communications objectives into state/county/regional level exercises
19	Trained Communications Unit responders. Communications Unit personnel are listed in a tracking database (e.g. NQS One Responder, CASM, etc.) and available for assignment/response.	<49% of public safety agencies within a state / territory have access to Communications Unit personnel who are listed in a tracking database and available for assignment/response	>50%<74% of public safety agencies within a state / territory have access to Communications Unit personnel who are listed in a tracking database and available for assignment/response	>75%<100% of public safety agencies within a state / territory have access to Communications Unit personnel who are listed in a tracking database and available for assignment/response
20	Communications Usage Best Practices/Lessons Learned. Capability exists within jurisdiction to share best practices/lessons learned (positive and/or negative) across all lanes of the Interoperability Continuum related to all components of the emergency communications ecosystem	Best practices/lessons learned intake mechanism established. Create Communications AAR template to collect best practices	Initial plus review mechanism established	Defined plus distribution mechanism established
21	Wireless Priority Service (WPS) subscription. WPS penetration across state / territory compared to maximum potential	<9% subscription rate of potentially eligible participants who signed up WPS across a state / territory	>10%<49% subscription rate of potentially eligible participants who signed up for WPS a state / territory	>50%<100% subscription rate of potentially eligible participants who signed up for WPS across a state / territory
22	Outreach. Outreach mechanisms in place to share information across state	SWIC electronic communication (e.g. SWIC email, newsletter, social media, etc.) distributed to relevant stakeholders on regular basis	Initial plus web presence containing information about emergency communications interoperability, SCIP, trainings, etc.	Defined plus in-person/webinar conference/meeting attendance strategy and resources to execute

<p>23</p>	<p>Sustainment assessment. Identify interoperable component system sustainment needs;(e.g. communications infrastructure, equipment, programs, management) that need sustainment funding.</p> <p>(Component systems are emergency communications elements that are necessary to enable communications, whether owned or leased - state systems only)</p>	<p>< 49% of component systems assessed to identify sustainment needs</p>	<p>>50%<74% of component systems assessed to identify sustainment needs</p>	<p>>75%<100% of component systems assessed to identify sustainment needs</p>
<p>24</p>	<p>Risk identification. Identify risks for emergency communications components.</p> <p>(Component systems are emergency communications elements that are necessary to enable communications, whether owned or leased. Risk Identification and planning is in line with having a communications COOP Plan)</p>	<p>< 49% of component systems have risks assessed through a standard template for all technology components</p>	<p>>50%<74% of component systems have risks assessed through a standard template for all technology components</p>	<p>>75%<100% of component systems have risks assessed through a standard template for all technology components</p>
<p>25</p>	<p>Cross Border / Interstate (State to State) Emergency Communications. Established capabilities to enable emergency communications across all components of the ecosystem.</p>	<p>Initial: Little to no established:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Governance <input type="checkbox"/> SOPs/MOUs <input type="checkbox"/> Technology <input type="checkbox"/> Training/Exercises <input type="checkbox"/> Usage 	<p>Defined: Documented/established across some lanes of the Continuum:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Governance <input checked="" type="checkbox"/> SOPs/MOUs <input checked="" type="checkbox"/> Technology <input checked="" type="checkbox"/> Training/Exercises <input checked="" type="checkbox"/> Usage 	<p>Optimized: Documented/established across all lanes of the Continuum:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Governance <input type="checkbox"/> SOPs/MOUs <input type="checkbox"/> Technology <input type="checkbox"/> Training/Exercises <input type="checkbox"/> Usage

APPENDIX B: ACRONYMS

Acronym	Definition
AAR	After-Action Report
APCO	Association of Public-Safety Communications Officials
AUXCOMM/AUXC	Auxiliary Emergency Communications
A&W	Alerts and Warnings
CAD	Computer Aided Dispatch
CASM	Communication Assets Survey and Mapping
CISA	Cybersecurity and Infrastructure Security Agency
CIO	Chief Information Officer
COML	Communications Unit Leader
COMT	Communications Unit Technician
COMU	Communications Unit Program
COOP	Continuity of Operations Plan
DHS	Department of Homeland Security
ECD	Emergency Communications Division
EPTT	Enhanced Push-to-Talk
ESInet	Emergency Services Internal Protocol Network
FirstNet	First Responder Network Authority
FOG	Field Operations Guide
GETS	Government Emergency Telecommunications Service
GIS	Geospatial Information System
HSGP	Homeland Security Grant Program
ICTAP	Interoperable Communications Technical Assistance Program
IECC	Indiana Executive Council on Cybersecurity
INCM	Incident Communications Center Manager
INTD	Incident Tactical Dispatcher
IOT	Indiana Office of Technology
IP	Internet Protocol
IPAWS	Integrated Public Alerts and Warnings System
IPSC	Integrated Public Safety Commission
ISSI	Inter-RF Subsystem Interface
IT	Information Technology
ITSL	Information Technology Service Unit Leader
LMR	Land Mobile Radio
MHz	Megahertz
MOU	Memorandum of Understanding
NECP	National Emergency Communications Plan

Acronym	Definition
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1
PSAP	Public Safety Answering Point
PTS	Priority Telecommunication Services
P25	Project 25
RADO	Radio Operator
RMS	Records Management System
SAFE-T	Safety Acting for Everyone - Together
SCIP	Statewide Communication Interoperability Plan
SIEC	Statewide Interoperability Executive Committee
SOP	Standard Operating Procedure
SPOC	Single Point of Contact
SWIC	Statewide Interoperability Coordinator
TA	Technical Assistance
TERT	Telecommunications Emergency Response Team
TICP	Tactical Interoperable Communications Plan
UASI	Urban Area Security Initiative
WPS	Wireless Priority Service