

Allied Radio Matrix for Emergency Response (ARMER) Standards, Protocols, Procedures

Document Section 1	Management of System	Status: Approved
State Standard Number	1.08.1	
Standard Title	Change Management	SECB Approval: 09/22/2016
Date Established	09/22/2016	
Replaces Document Dated	1.08.0 (04/28/2011) and 1.05.2 (04/28/2011)	
Date Revised	n/a	

1. Purpose or Objective

This standard sets forth the process for considering operational and technical changes to the ARMER backbone. This process should ensure that change requests are managed, vetted, timed to correspond with budgets, and efficiently implemented.

2. Technical Background

Capabilities

This standard relates to future changes to the ARMER backbone but, in and of itself, is not a technical standard.

Constraints

The ARMER backbone is defined by Minnesota State Statute 403.21, subd. 9 and its definition limits the scope of this standard. The statute reads:

"System backbone" or "backbone" means a public safety radio communication system that consists of a shared, trunked, communication, and interoperability infrastructure network, including, but not limited to, radio towers and associated structures and equipment, the elements of which are identified in the region wide public safety radio communication system plan and the statewide radio communication plan under section 403.36.

3. Operational Context

The Statewide Emergency Communications Board (SECB) is responsible for:

- Ensuring that ARMER maximizes interoperability
- Establishing and enforcing performance and technical standards for ARMER
- Establishing and enforcing priorities or protocols that facilitate uniformity

The SECB adopts ARMER Standards, Protocols, and Procedures to achieve these goals. Changes to the ARMER system are sometimes necessary and those changes must receive due consideration for economic impacts, operational impacts, and other issues that may compromise the integrity and use of the system.

4. Recommended Protocol/ Standard

Changes that have one or more of the following effects on the ARMER backbone or impacting more than one emergency communication regions are subject to the procedures prescribed in this Standard:

- Changes affecting the majority of users
- Changes mandating the placement of resources in communications equipment
- Changes requiring updated user training
- Changes requiring reprogramming of console and/or subscriber equipment
- Changes resulting in costs beyond routine maintenance costs

5. Recommended Procedure

Individuals or entities with a change suggestion that they believe may be subject to this standard should submit their suggestion to the Operations and Technical Committee (OTC) of the SECB. Items brought directly to the SECB or to other committees of the SECB that are subject to this standard will be directed to the OTC. Items may be brought to the OTC at any regular meeting.

After receiving a request to change the ARMER system, the OTC will determine if the request is subject to this standard. If the OTC determines that the suggestion is subject to the terms of this standard, the OTC will ask the requestor to bring their request to specific entities for feedback and/or formal approval. The reviews shall scrutinize the change proposal by identifying pitfalls, considering variables, and identify alternatives. The OTC may establish a workgroup to facilitate this process before making a final recommendation to the SECB.

The OTC shall first assign the requestor to consult the Minnesota Department of Transportation (MnDOT) for technical review and the Emergency Communication Networks (ECN) for an operational and financial review of the request. The requestor may consult with MnDOT and ECN prior bringing the request to the OTC and the input of MnDOT and ECN may be provided when the request is first introduced.

Upon receipt of comment from MnDOT and ECN, the OTC will assign the requestor to consult the SECB's Finance and Steering Committees of the SECB and the Emergency Communication Boards of each potentially impacted region. The OTC may also require the requestor to consult other committees or workgroups of the SECB or any other entity the OTC deems necessary.

The OTC *may* consider and grant provisional authority, subject to SECB approval, for portions or the entire change request to be enacted. Temporary authority will allow for prompt implementation and may provide data about the proposal to assist with a permanent decision.

The requesting entity will consult each of the entities identified by the OTC about their change request and follow through with those entities as directed. The requesting entity may modify their original request based on new information or suggestions received. The requesting entity should provide a status update to the OTC within six months and every three months afterward.

Upon return to the OTC, the requesting entity should provide a report detailing their follow up. Modifications to the original request may be offered. Supporting materials such as meeting minutes or letters of approval should be submitted at this time. Relevant parties should be present for testimony. The OTC may then commence deliberations about the request, resulting in a recommendation to the SECB. Approved requests will be forwarded to the SECB for final review and consideration.

Requesting entities may appeal decisions by the means provided in State Standard 7.3.0.

Change requests approved by the SECB will be jointly managed by MnDOT and ECN. Generally, MnDOT will manage technical items and ECN will manage operational items. Concerns raised but not fully satisfied during the process should be considered as the change is implemented.

ECN will be responsible for tracking requests subject to this standard.

The following points related to timing should be followed during the implementation of this standard:

- Change suggestions may be submitted to the OTC at any time and this standard may be applied at any time.
- The process established in this standard should be expected to take at least six months so change suggestions subject to this standard should be submitted at least six months prior to consideration.

- Approved changes involving reprogramming of consoles or user equipment may be held up to two years so that multiple changes may be consolidated into one reprogramming and to allow for funding of the proposed changes.
- The monthly ECN report to the OTC will include a timeline detailing the approval and implementation of changes subject to this standard.

A timeline should be followed to ensure adequate timing to prepare and request funding. In the below table, Change Management matters follow a four-year timing cycle and letters represent years:

- Year AAAA: 2016, 2020, 2024, ...
- Year BBBB: 2017, 2021, 2025, ...
- Year CCCC: 2018, 2022, 2026, ...
- Year DDDD: 2019, 2023, 2027, ...

January 1, AAAA	<u>If allowing six months for this process</u> , this is the last day to <u>submit</u> changes subject to the Change Management standard to the OTC for consideration in the CCCC/DDDD Minnesota budget.
July 1, AAAA	Deadline for the SECB to approve requests subject and for ECN to know financial needs to be considered for the CCCC/DDDD Minnesota Budget.
July 1, AAAA to January 1, BBBB	ECN to obtain Governor’s approval of ECN budget and to prepare budget request for state legislature.
January 1, BBBB to May 1, BBBB	ECN to present budget request to legislature.
June 1, BBBB	State legislature approves budgets.
July 1, BBBB to June 30, CCCC	Fiscal Year CCCC of CCCC/DDDD budget.
July 1, CCCC to June 30, DDDD	Fiscal Year DDDD of CCCC/DDDD budget.

When the requirements of this standard cannot be met by an entity, the entity must apply for a waiver and that waiver must be considered by the OTC.

6. Management

The OTC with administrative support from ECN is responsible for supervising and managing this process.