



Standard Operating Procedure

Title / Subject

Critical Connect with Kodiak

References/Updates:

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1. Introduction/Purpose

Critical Connect is a subscription-based service that allows a customer to connect the ASTRO system to other “systems” like a Harris platform, another P25 platform, a Kodiak platform, MotoTrbo, or some other yet to be identified platform. The Kodiak platform installed on smart phones, is a per phone number billed monthly service, and allows the smart device application to conduct receive and transmit operations to and from the ASTRO system.

2. Definitions

All definitions are located in the “Definitions” document located on the SIRN Website at www.sirn.wv.gov.

3. Subscription and Management

- a. The State currently has a subscription valid for three years (2021-2024). The state does not provide for licensing individual smart devices.
- b. Any vendor who desires to have their Kodiak flavored application integrated into the SIRN LMR system must be able to provide to the State of West Virginia complete access to each device that will allow the State at any time to deactivate the integration between the device and the LMR system without hindering other users or devices.
- c. Agencies who desire to add a Kodiak flavored device into the SIRN network must coordinate with the County or State agency point of contact.
- d. Agencies will be responsible for any subscription fees for the application to vendors.
 - i. Agencies that are interested in using a Critical Connect Component must contact their local RIC chair, in writing, for initial processing.
 - ii. Already approved SIRN participating agencies will need to contact a vendor directly to begin a subscription for each phone number they wish to use on the application.
 - iii. Once the phone number has been registered and the application prepared, agency points of contact will coordinate with the SIRN System Manager to begin integration of the talkgroup(s) they wish to use.
 - iv. Integrated LMR talkgroups that are made available to the Kodiak app users will all be prefixed with SRN to designate the LMR integration.
 - v. Talkgroups that are not LMR integrated and made available to only use within the Kodiak application, will be prefaced with BB to designate the difference between LMR and Broadband talkgroups.

- e. Management of talkgroup integration and the Kodiak application will be managed by the SIRN system administrator(s). Talkgroup integration requests must follow the same request procedures through the established points of contact. No agency credentialling will be permitted to access cloud services.

4. Understanding the limitations of the application and its connectivity

- a. Agencies who desire to a Kodiak product must be aware that the service should be viewed as an add-on to current SIRN availability and should NOT be viewed as a life safety critical communication method or a complete replacement for a subscriber unit.
- b. The current limitations within the Critical Connect platform allow for up to 25 users to perform Critical Connect functions simultaneously.
- c. If usage of the Critical Connect function exceeds 25, the 26th and future attempts for communication between the Kodiak app and the attached ASTRO talkgroup will not be successful, thus a “busy” situation would occur. Extreme caution should be exercised when agencies desire to connect smart devices to ASTRO talkgroups as it may be possible to place a significant burden on the system.