



Standard Operating Procedure

Title / Subject

Subscriber Programming Requirements

References/Updates:
Approved: 3/7/2022

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1. Introduction/Purpose

This policy is pertinent to anyone wishing to become new programmer on the WV SIRN system. This policy defines the steps and requirements for becoming a Programmer.

2. Definitions

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

3. Radio Programming Requirements

- a. Programming shall be performed only by persons who have completed the proper application process, received positive results on the criminal history inquiry and completed the required training.
- b. Once acceptable results on the background check are received and the applicant has received or is currently attending an approved programmer training program, the system key for appropriate radio types shall be provided to the programmer for their use.
- c. Programmers are responsible for the system key issued to them and are not permitted to allow use of it by anyone other than the designated programmer. Programmers may not provide the system key to another programmer.
- d. Unauthorized use of the system key may result in the revocation of said key and programming privileges.
- e. In an emergency situation, authorization for programming radios may be verbally granted if such request is made by an authorized administrator or person normally involved in radio programming of said agency requesting the programming and to a person that is an authorized programmer for another jurisdiction.
 - i. Verbal authorization shall be followed up in writing.
- f. **If there is any doubt as to the authorization, no programming should be performed.**
- g. **Under no circumstance is authority to program to be assumed.**
- h. The SIEC, the SWIC or the County/State/Federal Agency Point of Contact may request a copy of any code plug from any programmer at any time for auditing purposes. It is the individual programmer's responsibility to make the requested code plug available for auditing within 48 hours, unless a reasonable circumstance prevents this timeframe.
 - i. Failure to provide the requested codeplug within the timeframe will result in the programmer's ability to program being revoked until the SIEC can determine the period of revocation.
- i. Persons wanting to apply to become an approved radio programmer shall follow the following process outline
 - i. Obtain a Programmers Application form from the SIRN website.
 - ii. Submit completed form to the SWIC at the mailing or e-mail address on the application.

- iii. The SWIC shall submit the applicant's information to the West Virginia State Police for a criminal records inquiry, who will return the results to the SWIC. The SWIC will notify the applicant of the results of the background check. Upon favorable results the applicant may proceed with the process. If unfavorable results are returned, the application will be brought before the SIEC for review.
- iv. The applicant cannot attend training until the background results are returned as favorable.
- v. Programmer must obtain training on any radio make and model group they desire to program.
- j. SIRN Programmers must meet background requirements, in general any Felony Conviction and/or any property crime involving theft in the previous 10 years or any crime involving tampering with public safety communications will prohibit a person from being approved as a programmer. However, all applications and background checks will be reviewed by the SWIC and appropriate Committee members before a final decision is rendered.
 - Note: Applicants that wish to provide a letter of explanation for criminal history can submit such letter with their application.
- k. The programmer training shall be conducted by an approved instructor, as approved by the SIEC.
- l. The SWIC will publish a list of approved Programmers and Programmer Instructors.
- m. All programmer training must contain SIRN specific training. Vendor training for radios is not acceptable without prior approval by the SIEC Technical Committee.
- n. After the completion of the training program, the instructor of the class will submit the Training roster of students who successfully passed the course.
- o. No training may occur until the application process is complete.
 - i. Waivers for this requirement can be granted on a limited, case-by-case basis at the discretion of the SWIC and the Instructor. Waivers are not guaranteed and will only be granted for exigent circumstances.
- p. Once the SWIC has received the appropriate applications and certification, the SWIC will notify the applicant of their programming status.
- q. **Programming status should not be assumed.**
- r. The SWIC shall publish a list on the SIRN website of persons approved to program SIRN equipment, as well as their programmer certification expiration date.
- s. After the background check and training are completed, and the applicant receives confirmation from the SWIC that their basic requirements have been met; the programmer shall sign a Programmer Security Agreement with an agency, county or other entity to program their equipment.
 - i. This agreement must be sent to the SWIC and approved prior to programming equipment for an entity, except under the emergency exception clause in this policy.
 - ii. Termination of the Programmer Security Agreement will not void the programmer's certification, assuming all other guidelines are met.
- t. Vendors utilizing the demonstration talkgroups and radio IDs provided for in the Operations Policy are not exempt from programmer training and may utilize the best option of the following;
 - i. Any approved programmer for SIRN may program the equipment, assuming they follow all other policies.
 - ii. Vendors may configure the radio and send a copy of the codeplug or archive file to the SWIC for review, the SWIC will forward it to the best person to review the programming prior to approval.
 - 1. Note this review will only focus on ensuring the radio will not harm the system, the SIEC will not be responsible for programming vendor demonstration equipment.