

NGEN Operations Board

NGEN Operations Board Action Item 24-008

Date: November 7, 2024

Presented by: Thomas Montoya

On behalf of: County of Monterey ITD

Request:

Approve and recommend the NGEN Executive Board approve the NGEN Systems Key Policy.

Funding Source: N/A;

Summary/Discussion:

Programming of subscriber radios is controlled by a NGEN System Key herein referred to as a “System Key” which unlocks the programming software to allow authorized radios to be programmed. The NGEN Systems Key Policy defines when a System Key will be provided, to whom it will be issued to, and the process for obtaining access to the System Key. The policy also defines acceptable practices and the recommended disciplinary action for improper use of the System Key. It applies to the NGEN System, subscribing agencies, all employees, contractors, consultants, vendors, temporary employees, and any other individuals that utilize the NGEN System. The roles, responsibilities, workflow procedures, and compliance are defined in the policy which is critical in establishing considering the NGEN Radio System Access Administrative Policy is in the review and approval process.

Staff Recommendation:

Recommend the NGEN Operations Board approve the NGEN Systems Key Policy.

Fiscal Impact:

None.

Effect(s) of Failure to Approve Request and/or caveats:

Implementation of this policy introduces defined system key management along with roles and responsibilities which is critical to maintaining a secure network and system. Failure to approve this request places undue risks in system security.

NGEN Operations Board Action

Modification to requested action: Yes ___ No X

Vote Date 11/07/2024

Motion by Doug McCoun 2nd Bill Mixer Approved: Yeas X Nays _____

Signed by:
Keith Boyd, Undersheriff
FD02E000A134AE
Keith Boyd, Chair

Yeas: 9

Nays: 0

NGEN System Keys Policy

November 7, 2024

Table of Contents

Purpose.....	3
Definitions	4
1. Roles and Responsibilities.....	6
1.1 NGEN Executive Board	6
1.2 NGEN Operations Board.....	6
1.3 Radio Manager	6
2. Procedures.....	7
2.1 System Key Ownership	7
2.2 Access to the System Key	7
2.3 Acquiring the System Key Once Approved	8
3. Compliance	9
3.1 Right to Revoke System Key	9
3.2 Use of System Keys.....	9
3.3 System Key Security	9
3.4 Prohibited Use	10
3.5 Penalties.....	10
Attachment 1: Sample System Key Request Letter	11

Purpose

Programming of subscriber radios is controlled by a NGEN System Key herein referred to as a “System Key” which unlocks the programming software to allow authorized radios to be programmed. This policy clarifies when a System Key will be provided, to whom it will be issued to, and the process for obtaining access to the System Key. The policy also defines acceptable practices and the recommended disciplinary action for improper use of the System Key. It applies to the NGEN System, subscribing agencies, all employees, contractors, consultants, vendors, temporary employees, and any other individuals that utilize the NGEN System.

Definitions

Agency: A public agency, or other authorized user organization, including, but not limited to, a general government agency (local, state, or federal), its authorized employees and personnel (paid or volunteer), participating in and using the NGEN system under the NGEN Services and Governance Agreement.

Information Technology Department (ITD): A Monterey County department that provides, maintains, and operates information technology and communications services to County of Monterey.

Monterey County Radio Shop: A team within the Monterey County ITD department that provides, maintains, and operates radio communication technology services including but not limited to the NGEN system. Monterey County Radio Shop assists NGEN agencies with in-building coverage verification prior to ERRCS installation, plan review which includes ERRCS design review, optimization alignment and post-installation acceptance test.

NGEN: Next Generation Radio System, comprised of land mobile radio technology that provides county-wide radio coverage using supplemental and overlapping P25 digital trunked and analog conventional systems.

NGEN Boards: The NGEN Boards are the NGEN Executive Board, and the NGEN Operations Board whose responsibilities are specified in this Policy.

NGEN Executive Board: The NGEN Executive Board is comprised of certain executives of the Parties and represents the Parties to make recommendations that affect costs and shall have responsibility to propose fiscal policies that affect Parties and Agencies.

NGEN Operations Board: The NGEN Operations Board is comprised of certain Executive Directors and/or Chiefs of the law enforcement and fire protection agencies

which shall provide operational policy recommendations, disseminate information and requirements to the Agencies they represent.

NGEN Services Agreement: The Agreement that establishes NGEN and sets 1) the terms and conditions by which the system will be governed, managed, operated and 2) modified by the Parties signing the Agreement and 3) which sets forth the terms and conditions under which the System provides services to the agencies and 4) the agency's responsibilities while operating on the System.

Parties: The County and the Cities, Fire Districts, and other organizations that are signatory to the NGEN Services Agreement.

Project 25 (P25): standards for interoperable land mobile radio (LMR) systems so emergency responders can exchange critical communications across agencies and jurisdictions.

Radio Manager: The ITD Radio Manager represents the NGEN Operations Board interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency system operational or repair decisions. In coordination with the NGEN Operations Board, the Radio Manager recommends, develops, applies, and enforces policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the NGEN Services Agreement.

System Key: Programming of subscriber radios is controlled by a System Key which unlocks the programming software to allow authorized radios to be programmed. The NGEN system requires the use of a hardware-based System Key.

Subscriber Equipment: Portable, mobile and console equipment that is intended to operate on the NGEN infrastructure for day-to-day radio communications including for intra-agency, inter-agency and cross- jurisdictional interoperability purposes. Subscriber equipment can also include network management terminals, key management facility equipment, gateway and other assets which are determined not to be a burdened cost share.

1. Roles and Responsibilities

1.1 NGEN Executive Board

The NGEN Executive Board shall be responsible for the management and enforcement of sanctions when violations of the NGEN System Keys Policy warrant such action. This Board is responsible for the final approval of this policy and all subsequent revisions.

1.2 NGEN Operations Board

The NGEN Operations Board shall be responsible for the formal recommendation of the NGEN System Keys Policy to the NGEN Executive Board for approval along with any substantial revisions hereafter.

1.3 Radio Manager

The Radio Manager provides oversight of the day-to-day operations of the NGEN System on behalf of the NGEN Boards.

2. Procedures

2.1 System Key Ownership

The System Key is the sole property of the Monterey County Radio Shop. Its use is governed by this policy and administered by the Monterey County Radio Shop. A System Key will only be issued with the approval of Monterey County Radio Shop. As the primary system key holder, the Monterey County Radio Shop will maintain a secure master system key hardware/software for all manufacturers of subscriber equipment approved to operate on the NGEN System.

2.2 Access to the System Key

1. System Keys may be issued to an Agency, a mutual-aid agency, an authorized contractor, or a partnering trunked radio system with reciprocating agreements or Memorandums of Understanding (MOUs) authorized by the NGEN Boards for use on general interoperability talk groups for the common benefit of all participants for mutual aid communications, or an authorized maintenance contractor employee who provides services to NGEN Agencies or Mutual-Aid partners. Mutual-Aid partners who program their own radios may be authorized a System Key but will only be able to program NGEN authorized talk groups and user IDs within their assigned ID range, per their NGEN Access Agreement.
2. The Agency, a mutual-aid agency, an authorized contractor, or a partnering trunked radio system shall have a letter on file with Monterey County Radio Shop which states their employee is authorized to program radios and their employee understands and agrees to the terms and conditions for holding a copy of the System Key established by this policy. The letter must be signed and acknowledged by the employee, signed by the employee's supervisor, and approved by the Monterey County Radio Shop Manager. **Attachment 1** System Key Request Letter can be found herein as an attachment.
3. The authorized user is responsible for the proper use of the System Key. This responsibility is not transferable. The System Key must be immediately

surrendered to the Monterey County Radio Shop if the authorized employee is no longer be employed by the Agency, Mutual-Aid Partner, authorized contractor, or if the employee's authorization is rescinded.

2.3 Acquiring the System Key Once Approved

1. Once a Requestor has been approved, they will receive a copy of the System Key request letter signed by the Monterey County Radio Manager and be contacted via e-mail by the Monterey County Radio Shop.
2. The System Key will be provided as a USB dongle.
3. The USB dongle will be restricted to approved access rights and non-reprogrammable without the Monterey County Radio Shop approval. The Requestor is required to contact the Monterey County Radio shop at support@countyofmonterey.gov to obtain any modifications.
4. The System Key can be picked up at Monterey County Radio Shop at 855 E. Laurel Drive, Bldg D, Salinas, CA 93901, or can be mailed to the requestor via certified mail. Only the approved requestor can receive the key directly or sign for via mail. If picking up the key directly, a picture ID is required.
5. The key may have an expiration date pre-programmed or a limitation on the quantity of uses.

3. Compliance

3.1 Right to Revoke System Key

The Monterey County Radio Shop reserves the right to revoke the System Key at any time and for any reason.

3.2 Use of System Keys

The System Key may be used by authorized personnel to:

1. Program portable, mobile, and control station radio equipment owned by a NGEN subscriber; either a NGEN Agency or Mutual-Aid subscriber in the NGEN system. Only talk groups and radio personalities authorized for use by the Agency may be programmed into radios.
2. Radios programmed using the System Key will be programmed to conform to NGEN prescribed configuration, with any features, limitations, control settings, or other parameters as dictated by the NGEN Operations Board.
3. For a cloned radio using a preexisting radio identification number, the authorized employee must obtain a unique radio identification number from the Monterey County Radio Shop and reprogram the cloned radios with the unique identification number provided.

3.3 System Key Security

The provided System Key or other media with the System Key must be kept in a secured area. The secured area must be locked with access limited to only authorized subscriber staff. Under no condition will the System Key be duplicated, copied, given, or sold to any other individual or entity by any holder of the System Key without the expressed written consent of the Monterey County Radio Shop.

Any breaches in the NGEN System, improper use or loss of the System Key shall immediately be reported to the Monterey County Radio Shop at

support@countyofmonterey.gov.

The Key holder may load the System Key on a computer and allow another individual to perform the programming functions as long as the authorized Key holder physically oversees the programming and assures that the duplicate copy of the System Key file is not made. The Key holder must be assured that a duplicate copy of the System Key does not remain in the computer and that the computer is kept in a locked container accessible only to the Key holder.

An expired System Key must be replaced by submitting a new “System Key Request”. Expiration dates on the System Key cannot be reset.

3.4 Prohibited Use

Authorized individuals who hold a System Key are not permitted to program radios not authorized to access the NGEN System. Use of the System Key for prohibited purposes may result in loss of access to the key, disciplinary action, and/or possible criminal prosecution.

3.5 Penalties

Improper use of the System Key may result in the Key being removed from the subscriber involved, or any disciplinary actions deemed appropriate by the NGEN Boards.

Attachment 1: Sample System Key Request Letter

Date: _____

To: support@countyofmonterey.gov

From: _____ (Name, Contact Phone Number and Email Address)

Subject: Request for Copy of a NGEN System Key

I _____ (First and Last name) _____ with _____ (Agency Name) _____ request a copy of a Next Generation Radio System (NGEN) System Key to be used to program radios on the NGEN P25 Trunking Digital Radio System.

I am a "Paid Agency Subscriber _____ or a Mutual Aid Agency Subscriber (Non Paid Subscriber) _____. My Paid Agency Sponsor is _____, their Agency Representative is _____ (Only Fill out if you are a Mutual Aid Agency).

I _____ (First and Last Name) _____ am the _____ (Agency Name) _____ Authorized Radio Administrator who will maintain control and security of the NGEN System Key along with or my Authorized Designee _____ (First and Last Name) _____ with _____ (Agency Name) _____ will maintain control and security of the NGEN System Key.

The System Key will be kept at _____ Name of Facility _____, _____ Address of Facility _____.

I _____ (First and Last Name) _____ acknowledge that the NGEN System Key provided to my agency will be programmed to allow programming of my authorized radios only and talkgroups my agency is authorized to have in our radios per our signed agreement with NGEN (Include Approved Agreement that shows what your agency is authorized for).

My Authorized Radio Programmers are (Include yourself if you are an Authorized Radio Programmer and anybody else within your Agency or Partner Agency providing radio programming support):

_____ (First and Last Name) _____ with _____ (Agency Name) _____,

Contact Info: _____ (Email Address) _____, _____ (Phone Number) _____.

Signature: _____

_____ (First and Last Name) _____ with _____ (Agency Name) _____,

Contact Info: _____ (Email Address) _____, _____ (Phone Number) _____.

Signature: _____

_____ (First and Last Name) _____ with _____ (Agency Name) _____,

Contact Info: _____ (Email Address) _____, _____ (Phone Number) _____.

Signature: _____

_____ (First and Last Name) _____ with _____ (Agency Name) _____,

Contact Info: _____ (Email Address) _____, _____ (Phone Number) _____.

Signature: _____

_____ (First and Last Name) _____ with _____ (Agency Name) _____,

Contact Info: _____ (Email Address) _____, _____ (Phone Number) _____.

Signature: _____

Subscriber Agency Requestor (Person Requesting System Key):

Signature: _____ , Date: _____

Address: _____

Contact Phone Number: _____

Email Address: _____

NGEN Board Approval:

Signature: _____ , Date: _____

Address: _____

Contact Phone Number: _____

Email Address: _____

Monterey County Radio Shop Approval:

Signature: _____ , Date: _____

Address: _____

Contact Phone Number: _____

Email Address: _____