

AWIN Acceptable Use Policy

1.0 Purpose and Scope

The Arkansas Wireless Information Network (AWIN) Acceptable Use Policy provides written documentation for all public safety/service organizations in the State of Arkansas on acceptable use requirements for the AWIN system. This policy applies to all new and existing AWIN users.

2.0 Background

AWIN began as a multi-phased program that leveraged new and existing wireless resources to create a statewide, interoperable, wireless communication system for emergency responders and other public service entities that contribute materially to homeland security. AWIN is a multiple site, trunked communication system based on a digital 700/800 MHz system using the Association of Public Safety Communication Officials (APCO) Project 25 (P-25) standard, which is the industry standard.

3.0 Authority

The Arkansas State Police (ASP) owns the majority of AWIN infrastructure assets. In 2007 ASP entered into a Service Agreement with the Department of Information Systems (DIS) for the management and operations of AWIN. This agreement was made with the understanding that the Arkansas Interoperable Communications Executive Committee (AICEC) is responsible for setting the vision for interoperable communications, as well as providing guidance for the use of AWIN. The AICEC acts as the decision-making body for oversight of the expansion, upgrade and maintenance and operations of the system.

4.0 Policy

Public safety/service organizations using AWIN, and technical support organizations servicing AWIN will follow the governing acceptable use principles outlined below:

- 4.1 The AWIN system is for use by Public Safety/Service agencies and is provided by the State of Arkansas to benefit the citizens.
- 4.2 The AWIN system is to be used for responding during situations that are considered routine public safety operations or emergencies.
- 4.3 The AWIN system may be used for training and exercises that are planned and scheduled.
- 4.4 Organizations are authorized to use AWIN in the following ways:
 - 4.4.1 Primary Use – Organizations that have elected to use AWIN for full time/day-to-day communications. These organizations have applied to become full-time users of AWIN and have been approved by the AICEC. This use is defined in the organizations approval letter.
 - 4.4.2 Interoperability Use – Organizations that play a supporting role in responding to disasters, but use a local or private system for their daily operations.
- 4.5 AWIN Program Management and Operations staff shall use the DIS TECH and DIS talkgroups for testing and troubleshooting on the system. AWIN Program Management and Operations staff transmit on other talkgroups if necessary as a part of troubleshooting problems.
- 4.6 Motorola Maintenance shall use the MOTOROLA TEST, A-MOT, B-MOT, C-MOT, D-MOT, E-MOT, G-MOT, H-MOT, I-MOT, J-MOT, K-MOT, L-MOT, and MOT-SW talkgroups for testing and troubleshooting on the system. Motorola Maintenance may transmit on other talkgroups if necessary as a part of troubleshooting problems.

4.7 This policy may be revised as needed and as directed by the AICEC.

5.0 Controls:

- 5.1** Organizations not following this Executive Committee policy are subject having the organizations radio privileges revoked. Revocation of privileges will take place only after contact is made with the organization and the organization is given the opportunity to correct the situation. An organizations radio privileges may only be revoked at the direction of the AWIN Program Director.
- 5.2** Users not following this AICEC policy are subject to having their radio privileges revoked. Revocation of privileges will take place only after contact is made with the user and the user is given the opportunity to correct the situation. A user's radio privileges may only be revoked at the direction of the AWIN Program Director or the user's supervisor.
- 5.3** AWIN Program Management and Operations personnel not following this policy will be subject to disciplinary actions, up to, and including dismissal in accordance with State personnel policies.
- 5.4** Motorola Maintenance personnel not following this policy will be referred to the Motorola Customer Support Manager for appropriate personnel actions.