



# ARIZONA DEPARTMENT OF PUBLIC SAFETY

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*"Courteous Vigilance"*

JANICE K. BREWER ROBERT C. HALLIDAY  
Governor Director

May 19, 2010

Topaz Regional Wireless Cooperative  
Dale Shaw, Executive Director  
P.O. Box 968  
Mesa, Arizona 85211

RE: Advanced System Key Request

Dear Mr. Shaw:

The Arizona Department of Public Safety's Wireless Systems Bureau is requesting authorization to become an interoperability participant in the Topaz Regional Wireless Cooperative (TRWC). We are requesting the Advanced Systems Key which would allow a designated Wireless Systems Technician to program our helicopters and our task force personnel to work with the TRWC users.

Should you have any questions or require further technical information please do not hesitate to contact Mr. Scott Tillman, Supervising Wireless Systems Engineer, at 602-223-2275. Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Georgene M. Ramming".

Georgene M. Ramming  
Assistant Director  
Technical Services Division

mg

Attachment: ASK Child Key Request



## Advanced System Key (ASK) Child Key Request

Owner: <u>See Below</u>	Created: <u>March 2, 2010</u>	Applicability: <u>See Below</u>
Category: <u>Network Security</u>	Revised:	<b>ASK CHILD KEY REQUEST FORM</b>
Page: <u>1 of 1</u>	Last Review:	

**To be completed by Advanced System Key (ASK) Child Key Requester**  
(all lines below are required to be filled in)

Organization: Arizona Department of Public Safety

Representative Name: Scott Tillman

Date of Request: May 18, 2010

**Responsible Party Information:**

Name: Scott Tillman

Job Title: Supervising Telecommunications Engineer

Mailing Address: PO Box 6638 MD 2800

City, State, & Zip Code: Phoenix, Arizona 85005

Telephone Number: 602-223-2275

E-mail Address: wtillman@azdps.gov

Representative acknowledges receipt of the attached TRWC System Key Control Policy.


Signature of Representative: *W Scott Tillman*

**To be completed by the TRWC Executive Director**

Signature & Date for Acceptance of ASK Child Key Request: \_\_\_\_\_

**To be completed by Administrative Manager**

ASK Child Key Created Date/Expiration Date: \_\_\_\_\_ / \_\_\_\_\_

		<b>System Key Control Policy</b>	
Owner: <u>See Below</u>	Created: <b>Sept. 14, 2009</b>	Applicability: <u>See Below</u>	
Category: <b>Network Security</b>	Revised: <b>March 2, 2010</b>	<b>REVISION 1</b>	
Page: <b>1 of 4</b>	Last Review:		

## 1.0 Purpose

- 1.1. The purpose of this policy is to establish the controls for the TRWC System Key used for subscriber unit programming.

## 2.0 Owner

- 2.1. Administrative Manager

## 3.0 Applies To

- 3.1. Anyone that has access to the TRWC subscriber programming software.

## 4.0 Background

- 4.1. TRWC is a radio communications network that provides services and features to radio users through the programming software of the subscriber radios. Programming of the subscriber radios is controlled by an electronic "System Key." As this programming application directly affects the TRWC public safety and public service department operations it is important that the System Key is protected from potential security related risks that can cause disruptions or anomalies to subscriber operations.
- 4.2. The System Key may take the form of a "software" System Key or an "Advanced" System Key ("ASK"). The ASK is comprised of two components, a "parent" key and "child" key(s). There is only one parent key per system, but there may be multiple child keys per system.
- 4.3. The System Key must be programmed into any subscriber unit that operates directly on TRWC. These subscriber units include all Area Managers, Members, Associates, Interoperability Participants, and Conditional Participants, and could also include radio units from other entities that are given access rights to use TRWC.
- 4.4. TRWC public safety departments have operational requirements and mutual aid agreements that require they interoperate with non-TRWC entities. Direct interoperability (automatic unit to unit) is supported by programming non-TRWC subscriber equipment with the TRWC System Key. Please refer to section 4.1.5 of the Governance Agreement.
- 4.5. The risk of inaccurate programming substantially increases when multiple entities are allowed access to and use the System Key to program

subscriber units. This risk translates into an increase in subscriber radio operational anomalies and the associated administrative/maintenance activities. There is also an increased risk of possible unauthorized transmissions, interference or monitoring of public safety radio communications channels.

## **5.0 Policy Statement**

- 5.1. Anyone that has access to the TRWC subscriber programming equipment shall at all times employ appropriate operational and network security practices, as adopted by the Administrative Manager, to protect TRWC users from programming errors that could potentially cause disruptions or failures in service.
- 5.2. The Administrative Manager will control the TRWC System Key. The TRWC software System Key and the ASK parent key will not be released to Area Managers, Members, Associates, Interoperability Participants, Conditional Participants, or their Contractors.
- 5.3. An ASK child key will be released to Area Managers, Members, Associates, Interoperability Participants, or Conditional Participants in accordance with the provisions described herein.
  - 5.3.1. A separate ASK child key and request form will be required for each programming template to be used with the ASK child key (i.e. law enforcement, fire, public works).

## **6.0 Supporting Rules**

- 6.1. The Administrative Manager will provide all routine and emergency TRWC radio programming services for the Area Manager, Members, Associates, Interoperability Participants, and Conditional Participants as defined in the TRWC Governance Agreement.
- 6.2. Requests for programming of the TRWC System Key into non-TRWC radios shall be made by the appropriate representative of the requesting agency to the Executive Director.
- 6.3. The Administrative Manager will provide, upon approval by the Executive Director, programming services for authorized non-TRWC radios for interoperable service as defined in section 4.1.5 of the TRWC Governance Agreement.
- 6.4. Any breaches in TRWC System Key use shall immediately be reported to the Administrative Manager and Executive Director who shall take immediate steps to minimize the danger to the operational capabilities of TRWC.
- 6.5. An ASK child key will be issued upon acceptance of a written request by a Representative to the Executive Director containing the information on the "Advanced System Key (ASK) Child Key Request" form.

- 6.6. The following rules apply to the issuance of an ASK child key:
  - 6.6.1. Adherence to this Policy, in particular the need to safeguard the ASK child key and report the loss of an ASK child key as required in section 6.4.
  - 6.6.2. Agreement to pay the hardware cost of the ASK child key and for the Administrative Manager's time to create the ASK child key and associated template development.
    - 6.6.2.1. A time & material "Two-Way Radio Equipment Maintenance Agreement" with the City of Mesa is required to enable billing of the costs above (**not** a monthly recurring fee).
  - 6.6.3. Timely notification to the Administrative Manager if a radio programmed with their ASK child key is missing, lost, stolen, destroyed, or otherwise rendered inoperable.
- 6.7. Upon notification by the Executive Director that a written request for an ASK child key has been accepted, the Administrative Manager will create an ASK child key and arrange for receipted transfer to the responsible party.
  - 6.7.1. The Administrative Manager will create an ASK child key specifying the radio identification number (ID) range and set the permissions (such as talkgroups, functions, templates) for the requestor to program radios on the TRWC network.
  - 6.7.2. The Administrative Manager will work with the responsible party to develop a radio programming template for use with the ASK child key being issued.
  - 6.7.3. The ASK child key will be set to expire 18 months after the date the ASK child key is created. An expired ASK child key must be replaced, by initiating the process described in section 6.5, above.
  - 6.7.4. The ASK child key will be issued with password protection enabled. The password will be communicated to the responsible party.
  - 6.7.5. The responsible party is required to notify the Administrative Manager of the radio identification number(s) (ID) and radio serial numbers to be enabled in the infrastructure before the radio will be operational on the TRWC network.
- 6.8. The TRWC reserves the right to audit the ASK child key, radio identification numbers (IDs), and associated templates.

## **7.0 Responsibilities**

- 7.1. The Administrative Manager is responsible for the development of internal controls for protection of the TRWC System Key.
- 7.2. The Administrative Manager or designee is responsible for monitoring issues related to use of the System Key, and to report actions involving misuse of the System Key to the Administrative Manager and Executive Director for resolution.

## **8.0 for Exemption or Waiver**

- 8.1. None

**9.0 Applicable Procedures**

- 9.1. TRWC Governance Agreement
- 9.2. Recommended Form for Advanced System Key (ASK) Child Key Request
- 9.3. City of Mesa Two-Way Radio Equipment Maintenance Agreement