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State of Maryland
Statewide Interoperability Radio Control Board

Maryland FiRST Lost or Compromised Radio Standard Operating Guidelines

1   Purpose

The purpose of this Standard Operating Guidelines (SOG) is to enhance the security of the State of Maryland's P25 statewide public safety interoperability land mobile radio system known as Maryland FiRST from unauthorized and disruptive communications due to lost or compromised subscriber units.   This SOG establishes recommended actions for appropriately reporting, documenting, tracking, disabling and reactivating (if applicable) subscriber units that are lost or compromised, including those with encryption capabilities.

2   Scope

These recommended guidelines apply to both primary users and interoperability users on the Maryland FiRST Radio System.

3   Authority

The Statewide Interoperability Radio Control Board has the authority to establish Standard Operating Procedures, Quality of Service Standards and maintenance guidelines for the Maryland FiRST radio system in accordance with the Annotated Code of Maryland, Public Safety Article, § 1-501-1-503.

4   Lost or Compromised Subscriber Unit Procedures

4.1   *Reporting of Lost or Compromised Subscriber Units*

Though it is recognized that each agency or jurisdiction has their own prescribed minimum reporting processes, in the event a subscriber radio unit (portable or mobile) is lost or stolen it is recommended that the Maryland FiRST System Manager be notified as soon as possible, as well as notifying the other points of contact (POCs) of the Maryland FiRST member agencies/organizations. The System Manager's contact information is located in Section 5 below.

When reporting a lost or compromised subscriber unit to the System Manager, it is requested that the following information be provided:
- Radio Model Type
- Asset Number
- Unit Serial Number
- Maryland FiRST Radio ID (RID)

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- Date and time of loss or compromise

In addition to notifying the System Manager, it is recommended that the following additional notifications/actions be made:
- Notify the appropriate POC for any non-MD FiRST radio systems programmed in the subscriber unit so that their specific protocols may be followed.
- File a police report on any stolen subscriber unit.
- Record a stolen subscriber unit into the National Crime Information Center (NCIC) system.
- Record a stolen subscriber unit into the Regional Automated Property Information Database (RAPID) system. Check with the local law enforcement as to who the RAPID coordinator/POC is for your area.
- Record a stolen subscriber unit into the Genesis Global Stolen Radio Database at http://genesisworld.com/resources/stolen/.
- Call the Motorola System Support Center at 1-800-323-9949 and provide them with the radio serial number and contact information. Motorola will assign a case number and if the radio shows up at a Motorola depot the radio will be flagged and the POC contacted.

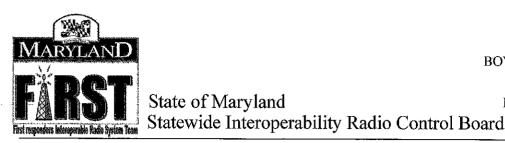## 4.2 Disabling and Reactivation Process

The Maryland FiRST radio system has the capability to "inhibit" a subscriber unit via a Network Management (NM) Client. If the inhibited radio is powered up and attempts to register on the system, it will cease to operate and become completely unable to function. It is recommended that lost or compromised subscriber units be inhibited, or, as a substitute, if the radio programming allows, dynamic regrouping combined with channel selector lock may be employed (see "Alternative Disabling Methods" section below).

Maryland FiRST System Primary Users:

- Many Maryland FiRST State agencies and local jurisdictions have the capability to inhibit their stolen/missing subscriber units and they should follow their internal policies in this regard.
- For those primary users who do not have the ability to inhibit their radios and wish to do so, they should contact the System Manager for assistance. If after making a request to inhibit a radio, the lost/stolen radio is recovered before the inhibit command successfully disables the radio (for instance if it is never powered up), it must be reported to the System Manager so that the Radio Inhibit command can be cancelled.

Maryland FiRST System Interoperability Users:
- Each agency/jurisdiction POC (Point of Contact) should be contacting their various allied agency representatives for the lost/missing subscriber unit to be "inhibited".

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Those members not familiar with who to contact can ask for information assistance from the Maryland FiRST System Manager.

Alternative Disabling Methods:

- As mentioned above, an alternative to inhibiting a subscriber unit is to establish a dynamic regrouping combined with channel selector lock. This does not totally inhibit a radio, but prevents a person from being able to select on the radio any sensitive or public talkgroups. This feature will allow a system manager to "lock" a radio onto a non-operational talkgroup, but still allow GPS location functionality and/or tower affiliation to potentially locate the lost/stolen radio. If an agency desires to use this method but does not have the internal capability, they should contact the System Manager for assistance.

Reactivation:

- If a lost/missing subscriber unit is recovered, then the agency/jurisdiction POC should contact all the agencies they initially contacted including the Maryland FiRST System Manager to inform them of the recovered radio. To avoid additional down-time, it is suggested that agencies confirm that all outstanding inhibit commands have been cancelled before re-deploying that particular subscriber.

5   System Manager Contact Information

The System Manager may be contacted at: MDFirstSystem.Manager@maryland.gov

6   Approval

This SOG was reviewed by the Maryland FiRST Operations Group on March 21, 2017 and was approved by the Statewide Interoperability Radio Control Board, by majority vote on: March 22, 2017.

Norman J. Farley
Director of the Board

Michael G. Leahy
Chairman of the Board