

# ITSL



Michigan's Communications Unit Work Group  
Guide to Information Technology Service Unit Leader (ITSL)  
State Recognition

Version 4.0

Michigan Public Safety Communications Interoperability Board

## Revision Record

This document replaces the "Michigan Communications Unit Position Guidelines and Forms" Adopted June 18, 2014, and Revised September 4, 2024.

<b>Version</b>	<b>Revision Date</b>	<b>Effective Date</b>	<b>Summary</b>
2.0	12/1/2021	12/1/2021	Reformatted document, added AUXC.
2.1	10/1/2022	9/13/2022	Reformatted document, updated numerous time requirements for PTBs and CEs.
2.2	10/19/2022	9/13/2022	Added PTB initiation & completion requirements
3.0	3/15/2022	3/15/2023	Edited order of unit positions, added AUXCOMM certificate language & MI CIMS requirement, added INTD Recognition Process, added ITSL Recognition Process.
3.1	6/27/2023	3/15/2023	Added IS-300 back into COML pre-requisites. Reformatted form fillable fields for COMT, INTD and ITSL so they no longer duplicate.
4.0	9/4/2024	1/16/2025	Removal of pandemic deadline extensions. Added AUXCOMM Continuing Education requirements, updated attending Michigan's Interop Conference from 1 point to 2 points, added language and forms for the Incident Communications Activity Report (ICAR) for documenting communications activity, common expiration dates for all renewals, removed language requiring submission of supporting documentation for renewals, added reference to new Recognition Renewal Audits, removed wording that allowed renewals after expiration, and split single guide into 5 separate guides by position (AUXC, COML, COMT, INTD & ITSL).

# Contents

Scope .....	4
Purpose.....	4
Objectives.....	4
Background .....	4
Communications Unit Positions .....	5
AUXC - Auxiliary Communicator .....	5
COMC - Communications Coordinator.....	5
COML - Communications Unit Leader .....	5
COMT - Communications Technician .....	5
INCM - Incident Communications Center Manager.....	5
INTD - Incident Tactical Dispatcher.....	6
ITSL- Information Technology Service Unit Leader.....	6
RADO - Radio Operator.....	6
THSP - Technical Specialist.....	6
Terminology.....	6
Change in Affiliation, Withdrawal, or Reinstatement of Recognition .....	6
Reciprocity.....	7
Credentials.....	7
Administration and Record-Keeping .....	7
How to Use This Guide.....	7
About Position Task Books .....	7
Position Specific Recognition Process - ITSL.....	8
Scope .....	8
Purpose .....	8
Background .....	8
Levels of Recognition/Recognition Procedure.....	8
Recognition Renewal and Continuing Education .....	10
Recognition Renewal Audits .....	11
Documentation of Activities .....	11
ITSL - Application .....	13
ITSL – Communications Experience .....	14
ITSL – Recognition Vetting.....	15
ITSL - Continuing Education Record .....	16
Instructions for ITSL – Continuing Education Record .....	17
Incident Communications Activity Report (ICAR) .....	18

## Scope

This guideline applies to those individuals who desire state-level recognition in All-Hazard National Incident Management System (NIMS) / Incident Command System (ICS) Information Technology Service Unit Leader (ITSL) position.

## Purpose

The purpose of this guideline is to identify and recognize human resources deemed by the state as qualified to fill the ITSL position. Minimum qualifications are listed and can also serve as a roadmap for individuals to develop their knowledge base and skills in preparation to become state recognized.

## Objectives

- 1) Establish minimum training and recognition standards for a ITSL working as part of a Local/Tribal Incident Management Team or as a single resource assignment within the State of Michigan.
- 2) Define the minimum required training and guide the development of skills and knowledge outside of the formal classroom environment for ITSL trainees to obtain recognition within the State of Michigan.
- 3) Define criteria to obtain and maintain State recognition status for ITSL roles within the Communications Unit.
- 4) Retain the foundation of the performance-based qualification system established and implemented in the National Wildfire Coordinating Group (NWCG) qualification system and expand the performance-based evaluation process to include State recognition requirements.

## Background

The NIMS is a comprehensive, nationwide approach to incident management that provides a template to effectively and efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. It is applicable across functional disciplines at all jurisdictional levels.

A key feature of NIMS/ICS is a standardized on-scene all-hazards incident management approach that represents organizational best practices and has become the standard for emergency management across the country. Within the NIMS ICS organizational structure, the Communications Unit plays a critical role and is responsible for developing plans for the use of incident communications personnel, equipment, and facilities; coordination, installing and testing communications equipment; supervision and operation of an Incident Communications Center (ICC) and the distribution, maintenance, repair, and recovery of incident communications equipment.

## Communications Unit Positions

The following positions include those which are presently subject to state-level recognition and other NIMS communications-related positions which may be subject to state-level recognition in the future. Additional positions may be added in the future as deemed relevant. As of September 2024, AUXC, COML, COMT, INTD and ITSL positions are subject to state-level recognition in Michigan.

### AUXC - Auxiliary Communicator

- Provides communications support to public safety, emergency management, and other government/non-government agencies.
- Provides emergency backup, or supplemental communications support during unexpected emergencies, planned events, or training exercises.

### COMC - Communications Coordinator

- Provides support to the Communications Unit and COML. Not technically a part of the Communications Unit.
- Responsibilities frequently performed by Emergency Support Function (ESF) #2 representative or Emergency Communications Center supervisor. May operate at the local, regional, state, or federal levels.
- Performs frequency coordination responsibilities within a region or state during an incident or event.
- Reviews Incident Radio Communications Plans to ensure communications channels/talkgroups are allocated and used effectively. Works with the COML to assign channel/talkgroup resources in support of the Incident Radio Communications Plan.
- Coordinates among multiple incident sites, dispatch centers, incident command personnel, etc., to prevent or resolve interference issues.

### COML - Communications Unit Leader

- Sister position to ITSL that focuses on communications.
- Supervises the Communications Unit along with the ITSL. Manages Communication Unit personnel (e.g. COMT, AUXC, INTD, & RADO).
- Prepares the Incident Radio Communications Plan (ICS Form 205).

### COMT - Communications Technician

- Responsible for supporting the technical functions of the Communications Unit.
- Install, test, and troubleshoot communications systems.
- Identify requirements for radio system coverage.
- Support battery needs.
- Resolve interference issues.
- Program radios.
- Maintain/repair equipment.

### INCM - Incident Communications Center Manager

- Establishes and manages an ICC.
- Supervises INTD and RADO positions.
- Assists the COML.

### INTD - Incident Tactical Dispatcher

- Staff positions at command posts and specific tactical operations scenes.
- Provides accurate and timely documentation, tracks resource status, and handles communications regarding the event.

### ITSL – Information Technology Service Unit Leader

- Sister position to COML that focuses on broadband data.
- Provides information management, cybersecurity, and application management.
- Supports sharing data across multiple agencies and jurisdictions.

### RADO - Radio Operator

- Staff positions in the ICC.
- Operate base stations for emergency operations centers (EOCs), hospitals, dispatch centers, etc.

### THSP - Technical Specialist

- Possess expertise in specific types of communications technologies such as gateways, radio caches, telephone, data, mobile communications assets, or geographic information systems.

## Terminology

The terms "shall", "must", "will", and "required" are used throughout this document to indicate mandatory parameters and to differentiate from recommended parameters.

## Change in Affiliation, Withdrawal, or Reinstatement of Recognition

**Change in Affiliation:** If an individual moves to a different agency he/she must submit a revised recognition application with approval from the new agency head or designee within 90 days. The change of affiliation will not affect the recognition renewal date.

**Withdrawal:** Recognition status may be withdrawn by the individual, the individual's agency, or the Communications Unit (COMU) Work Group.

- If withdrawn by the individual, or the individual's agency, written notice of the withdrawal shall be sent to the COMU Work Group for processing. Notice shall then be made by the COMU Work Group to the Michigan Public Safety Communications Interoperability Board (MPSCIB) and the Michigan Public Safety Communication System (MPSCS).
- If Recognition is withdrawn by the MPSCIB the individual will receive written notice copied to the individual's agency, MPSCS, and the COMU Work Group. The individual will be provided with the reason for the withdrawal and may be required to return any issued credentials if applicable. If the individual is eligible to re-apply for recognition on a future date, details will be provided.

- In all cases where recognition is withdrawn the COMU Work Group and MPSCS will remove the individual from applicable Communications Unit resources database(s).

Reinstatement: Following a voluntary withdrawal, an individual requesting reinstatement within the three-year recognition period must submit a letter of explanation, accompanied by the application, to the COMU Work Group for processing.

### Reciprocity

If a previously trained and/or recognized individual moves to Michigan from a different state and wants to be recognized in the ITSL position, they must submit a Michigan ITSL recognition application with approval from their new agency head or designee.

### Credentials

Credentials and Certificates may be issued for an ITSL if the individual meets the requirements of this guide.

## Administration and Record-Keeping

Centralized record-keeping for personnel with recognition for the ITSL position is provided by the MPSCS at the direction of the MPSCIB.

## How to Use This Guide

In the "Levels of Recognition/Recognition Procedure" section each step that must be completed to become "Recognized" at that level is indicated by a small circle. This can be checked off as each step is completed. The steps are generally in the order they must be accomplished so this is intended to be a working document for the user. When all the circles are checked off you have applied for State Recognition for the ITSL position.

## About Position Task Books

The official ITSL position task book version adopted by the MPSCIB is under Position Task Books on the COMU WG website [www.michigan.gov/comuwg](http://www.michigan.gov/comuwg). New PTB releases shall first be examined by the COMU WG and be recommended for adoption by the MPSCIB. If the PTB has a check box on the front cover for "type", candidates shall select "Single Type".

# Position Specific Recognition Process - ITSL

## Scope

This section applies to personnel who would like to become "State Recognized" as an Information Technology Service Unit Leader (ITSL) in the State of Michigan.

## Purpose

The purpose of this section is to identify the requirements and detail the process for qualifying for "Recognition" as an ITSL in the State of Michigan.

Like other key positions in ICS, persons who may serve in an ITSL position must be pre-identified and pre-qualified.

Persons who become state-recognized will be listed in the Communication Assets Survey and Mapping Tool (CASM), the Michigan Critical Incident Management System (MI CIMS) and D4H. State-recognized personnel will be considered as available for state-wide deployment.

## Background

The requirement to access broadband data during incidents or events has increased exponentially in recent years. This has spurred the need for personnel with highly specialized knowledge and expertise to be included in the ICS during planned events and incidents. The ITSL is needed to provide information management, cybersecurity, and application management for the many critical incident/event related functions, to include: Incident/Unified Command Post, Incident Communications Centers, and various tactical operations centers, Joint Information Center, staging areas, and field locations. However, the coordinated sharing of this data across agencies and jurisdictions is significantly less mature than radio communication and poses a significant interoperability challenge.

Like all other formally recognized positions in ICS there are entry level requirements, a Position-Specific Training class, a Position Task Book (PTB), and recognition requirements.

## Levels of Recognition/Recognition Procedure

Some individuals may not want to be "Recognized" by the state but desire the knowledge base garnered from the ITSL training to improve their ability to provide services when called upon. This may include individuals working in other Communications Unit positions, information technology professionals working in public safety organizations, and public safety personnel responsible for setting up tactical operations systems, etc.

There are technically three different levels of ITSL Training/Recognition, the third being "State Recognition". Because the first two are steps towards the third they are not formally recognized at the state level, but they do provide benefit to the individuals achieving them and to the agencies they serve.

- **Step 1 - Take the Class**

The ITSL class is a 32-hour course with facilitated lectures and student

exercises. Registration for scheduled classes is available on MI-TRAIN.

Prerequisites include:

- Completion of IS-100 IS-200, ICS-300, IS-700, and IS-800 prior to the class.
- A public safety background with experience in field operations and/or experience providing information technology solutions to support public safety operations.
- Awareness of fundamental public safety broadband and wireless communications technology.

RESULT: You have the information that can be valuable when you are called upon to assist.

○ **Step 2 - Complete the Position Task Book**

- Download the ITSL PTB from [www.michigan.gov/comuwg](http://www.michigan.gov/comuwg)
- Complete the "Assigned to:" block. Agency Name will be the sponsoring Public Safety or Emergency Management agency.
- "Position Task Book Initiated By:" and "Position Task Book Was Initiated:" are both completed by the sponsoring Agency Official.
- The "Final Evaluator Verification" and "Documentation of Agency Certification" are completed after all tasks have been completed.
  - The "Evaluation Record Form" is completed by each evaluator. In some cases, all skills may be checked off by one evaluator at a Communications Exercise (COMMEX), or in other cases multiple evaluators will be involved. **Tasks may be signed off by a State-Recognized ITSL.**
  - Make as many copies of the "Evaluation Record Form" as you think you will need.
  - Complete tasks with a qualified evaluator and have the evaluator sign off on the demonstrated tasks and complete an "Evaluation Record Form". Only one form is needed for each session although several tasks may be signed off.
- The final evaluator also completes the "Final Evaluator Verification" on Page 2.
- Take the completed Task Book back to the initiating official who completes the "Documentation of Agency Certification".

RESULT: You have the information and have demonstrated competence in skills that can be valuable when you are called upon to assist. You may work as an ITSL under the local authority.

**PTB Completion Deadlines**

The following deadlines apply to all PTBs:

- The PTB must be **initiated** within 6 months of course completion.
- The PTB must then be **completed** within 2 years of the date the PTB was initiated.
- **Application for State Recognition must be done within twelve (12) months of completion of the PTB, or before your 2-year PTB deadline, whichever comes first.**

- **Step 3 - Apply for State Recognition**
  - Print the "ITSL - Application" and the "ITSL - Communications Experience" forms from within this document.
  - Complete the top portion of the ITSL - Application.
  - Have the local Public Safety or Emergency Management agency official complete the bottom portion of the ITSL - Application and return the form to you.
  - Complete the ITSL – Communications Experience form.
  - Prepare an application package containing:
    - ITSL - Application
    - Copy of IS-100 certificate
    - Copy of IS-200 certificate
    - Copy of IS-300 certificate
    - Copy of IS-700 certificate
    - Copy of IS-800 certificate
    - Copy of your ITSL Training Class certificate
    - ITSL - Communications Experience form
    - ITSL Position Task Book (completed, with all signatures)
  - Submit the application package to: [DTMB-MICOMU@michigan.gov](mailto:DTMB-MICOMU@michigan.gov)

RESULT: You have the information and have demonstrated competence in skills that can be valuable when you are called upon to assist and have submitted the application for State Recognition as an ITSL.

- **Step 4 - Application Vetting and Processing**

Your application will be reviewed by personnel designated by the COMU Work Group chair. If all requirements are met it will be referred to the MPSCIB for formal action. You will be notified of the outcome.

If your application is granted your information will be listed in CASM, MI CIMS and D4H as a deployable state asset.

### Recognition Renewal and Continuing Education

State Recognition is issued for up to three (3) years. The first renewal deadline shall be on January 31 on the third-year anniversary of their MPSCIB recognition approval. For example- a recognition approved by the MPSCIB in July of 2024 will expire on January 31, 2027. All subsequent renewals after the first renewal shall be three (3) years long, with deadlines on the three (3) year anniversary of their last January 31 renewal. From our example above, our first renewal date of January 31, 2027 would see the next renewal deadline on January 31, 2030.

At the end of the Recognition period, an ITSL – Application for Renewal must be filed. Key to the Renewal is demonstration that the applicant has worked to maintain a current and consistent skill set through approved continuing education.

Renewal applications must be received by the COMU Work Group by the date the Recognition expires.

Renewal applications may be submitted as early as three months before the expiration date. If a renewal application is submitted before the expiration date, the current Recognition will be valid until the application is processed.

The Continuing Education requirement shall consist of the accrual of at least 15 points from the approved list shown below. Continuing Education may be obtained through participation in classroom or on-line/virtual training, communication exercise (functional or full-scale), planned events, or actual incidents. Participation in an exercise, planned event, or actual incident must be in the role for which renewal is being sought.

The COMU Work Group may allow credit for activities that do not exactly comply with the Continuing Education as listed upon application and description of the activity. An example of this could be serving as a state appointed COMC for a special event or incident.

### Recognition Renewal Audits

Each February, the COMU Analyst will randomly select 10 percent of the applications from a list of applications logged, with a minimum of 3. Applications randomly selected shall go through the renewal audit process. Refer to the *COMU Position Renewal and Audit Process* document for additional details on this process.

### Documentation of Activities

Whenever possible, documentation of each Continuing Education activity for which credit is being sought shall be retained by the ITSL in the event their renewal is chosen for a random recognition renewal audit. For incidents, planned events and exercises, an Incident Communications Activity Report (ICAR) shall be used to document each activity. The ICAR, as well as instructions for completing the form, can be found at the at the end of this document.

An ITSL should start documenting continuing education credits once they have been deemed a state recognized ITSL.

#### o **Documenting Continuing Education Credits**

Throughout the three-year recognition period use the "Continuing Education Record" form to keep track of each activity. Retain documentation for each activity. A total of 15 points is required; note the limitations. Eligible activities include:

##### Conferences/Courses

- MI Interop Conference (2 points each, maximum of 4 points)
- Communications Course (1 point each, maximum of 2 points)
- ICS Course (1 point each, maximum of 2 points)

##### COMU Related Presentation or Outreach Program

- (3 points each, maximum of 6 points)

##### Instruct a Communications class - e.g., COML, COMT, ITSL, 800 MHz MPSCS

- (5 points - maximum of 5 points)

### Exercises

- Assist or Plan a Communication Exercise (3 points, maximum of 3 points)
- Serve in a Recognized COMU position in an actual event or exercise (3 points, maximum of 3 points)
- Lead a Communications Exercise (5 points, maximum of 5 points)

Participate successfully in a COMMEX Exercise as a facilitator or evaluator

- (5 points, maximum of 5 points)

Complete an "Evaluation Record Form" in a candidate's Position Task Book

- (1 point each, maximum of 3 points)

- **Three months Before Recognition Period Ends:**
  - Prepare a Renewal application package containing:
    - ITSL – Application (check "Renewal/Change in Status")
    - ITSL - Continuing Education Record Form
  - Submit the application package to: [DTMB-MICOMU@michigan.gov](mailto:DTMB-MICOMU@michigan.gov)

Questions regarding this process should be directed to: [DTMB-MICOMU@michigan.gov](mailto:DTMB-MICOMU@michigan.gov)

## ITSL - Application

### **APPLICATION TYPE**

Initial Application     Renewal/Change in Status     Reinstatement

### **CANDIDATE INFORMATION**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### **CANDIDATE AFFIRMATION**

I, \_\_\_\_\_ affirm the information contained in this application package is correct and acknowledge that if a violation is discovered, my application may be rejected, or recognition revoked.

Candidate's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Below this line to be completed by Public Safety/Emergency Management Agency**

### **AGENCY INFORMATION**

Agency: \_\_\_\_\_

Agency Address: \_\_\_\_\_

Applicant's Rank/Title: \_\_\_\_\_

### **AGENCY VERIFICATION**

I verify that \_\_\_\_\_ is affiliated with this agency and upon

receiving State Recognition as an ITSL is available to serve other public safety/emergency management agencies as an ITSL.

Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Official's Printed Name: \_\_\_\_\_

Official's Title: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Official's Phone Number: \_\_\_\_\_

Official's Email: \_\_\_\_\_

If this is an "Initial" application, attach an "ITSL - Communications Experience" form.  
If this is a "Renewal" attach the "ITSL - Continuing Education Record" form.

Submit completed application and attachments to: [DTMB-MICOMU@michigan.gov](mailto:DTMB-MICOMU@michigan.gov)

## ITSL – Communications Experience

This form is completed by the applicant and attached to an "Initial" application.

### **CANDIDATE INFORMATION**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### **PUBLIC SAFETY FIELD EXPERIENCE**

Describe public safety information technology field experience (i.e., incident response, planned events, or full-scale exercises) serving public safety/emergency management agencies.

### **AWARENESS OF PUBLIC SAFETY INFORMATION TECHNOLOGY SYSTEMS**

Describe knowledge base and experience related to Public Safety Data Systems.

### **LOCAL AND STATEWIDE INFORMATION TECHNOLOGY SYSTEMS KNOWLEDGE**

Basic knowledge of local and state data systems, software and applications.

### **INFORMATION TECHNOLOGY SYSTEMS ORGANIZATIONAL EXPERIENCE**

Working knowledge of local, regional, and State information technology systems.

## ITSL – Recognition Vetting

This form is completed by the COMU designated application review personnel.

### **CANDIDATE INFORMATION**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### **REQUIRED TRAINING**

- Copy of IS-100 Certificate or FEMA Transcript
- Copy of IS-200 Certificate or FEMA Transcript
- Copy of IS-300 Certificate or FEMA Transcript
- Copy of IS-700 Certificate or FEMA Transcript
- Copy of IS-800 Certificate or FEMA Transcript
- Copy of ITSL Training Class Certificate

Date Training Completed: \_\_\_\_\_

Training Location: \_\_\_\_\_

### **REQUIRED EXPERIENCE**

- ITSL Communications Experience Form
- ITSL Position Task Book
  - PTB Initiated by Authority Having Jurisdiction
  - All Tasks Signed Off
  - All Evaluators Documented on Evaluation Record Forms
  - Final Evaluator Verification Completed
  - Agency Certification Completed

### **VERIFICATIONS COMPLETED BY**

Reviewer #1: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer #2: \_\_\_\_\_ Date: \_\_\_\_\_

Notes:

- MPSCIB State of Michigan COML Recognition recommended for this Candidate.

## ITSL - Continuing Education Record

This form is completed by the applicant and attached to a "Renewal" application.

### **CONFERENCES/COURSES**

- MI Interop Conference (2 points each, maximum of 4 points)
- Communications Course (1 point each, maximum of 2 points)
- ICS Course (1 point each, maximum of 2 points)

Activity	Date	Points

### **COMU Related Presentation or Outreach Program**

- (3 points each, maximum of 6 points)


### **Instruct a Communications class - e.g. COML, COMT, ITSL, 800 MHz-MPSCS**

- (5 points each, maximum of 5 points)


### **Exercises**

- Assist or Plan a Communication Exercise (3 points, maximum of 3 points)
- Serve in a Recognized COMU position in an actual event or exercise (3 points, maximum of 3 points)
- Lead a Communications Exercise (5 points, maximum of 5 points)


### **Participate successfully in a COMMEX Exercise as a Facilitator or Evaluator**

- (5 points, maximum of 5 points)

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### **Complete an "Evaluation Record Form" in a candidate's Position Task Book**

- (1 point each, maximum of 3 points)

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**TOTAL POINTS-** \_\_\_\_\_ (at least 15 points are required)

Retain documentation for each activity listed above for a potential audit. Refer to the instructions for information about each type of activity, and types of supporting documentation that is applicable.

# Instructions for ITSL - Continuing Education Record

## **Conferences/Courses**

Attend the Michigan Statewide Interoperable Communications Conference (Interop), a communications course, or an ICS course (beyond the four core courses), or other applicable conference. Supporting documentation could include a copy of the conference registration confirmation or a photo of the attendee badge, completion certificates for courses, etc.

## **COMU Related Presentation or Outreach Program**

Conduct a presentation or outreach program to raise awareness of how an ITSL supports public safety and emergency management agencies during incidents or planned events. Supporting documentation could include a copy of the presentation, meeting/conference agenda, an email providing verification from the emergency manager, etc.

## **Complete ICS 205 for an actual event or exercise**

Develop the ICS 205 Communications Plan for an actual event or exercise. The event or exercise must be run under an incident command structure. Supporting documentation would include a copy of the ICS 205.

## **Instruct a Communications class - e.g., COML, COMT, AUXC, 800 MHz-MPSCS**

Instruct a COMU position-specific course or class on usage of MPSCS. Note: COMU courses must be state-sponsored, and the applicant must be either a state-sponsored instructor or an adjunct (completing requirements for recognition by the Department of Homeland Security). MPSCS instructors must be identified by the state as a current instructor. Supporting documentation could include the course evaluation form or a note of verification from a co-instructor.

## **Exercises and Actual Events**

Includes planning and leading communications, functional, and full-scale exercises following HSEEP principles and guidelines. Also includes deployment as an ITSL for an actual event or exercise supporting public safety. Supporting documentation could include a copy of the exercise plan that was planned or led, copies of the sign-in sheet or ICS 211 Incident Check-In List, ICS 203 Organization Assignment List, ICS 204 Assignment List, ICS 214 Activity Log.

## **Participate successfully in a Communications Exercise as a facilitator or evaluator**

Participate in a communications exercise as a facilitator or evaluator as defined according to HSEEP. Supporting documentation might include copies of the exercise plan showing assignment, copies of the sign-in sheet or ICS 211 Incident Check-In List, ICS 203 Organization Assignment List, or an evaluation form redacted as needed.

## **Complete an "Evaluation Record Form" in a candidate's Position Task Book**

Evaluate and document the results of the evaluation of one or more tasks for an ITSL-t. Supporting documentation would include a copy of the form along with copies of the pages showing the tasks signed off in the event the tasks were successfully completed.

<b>1. Incident Name:</b>		<b>2. Reporting Period:</b> Date From: _____ Date To: _____			<b>3. Location:</b> Locality State/Tribal/Territory		
<b>4. Activity:</b> Incident      Planned Event      Exercise		<b>5. Situation:</b>					
<b>6. Incident Action Plan:</b> IAP Developed 6a. Number of Agencies Involved Local                      Tribal State/Territorial Federal                      NGOs				<b>7. Command and Coordination:</b> 7a. Role/Function Incident Command Post Emergency Operations Center Emergency Communications Center Other 7b. Structure Incident Command System Incident Support Model Departmental Structure Other			
<b>8. Information and Communications Technology Positions Staffed:</b> (During identified reporting period)							
Position	8a. Number Used	8b. Training Completed	8c. Task Book Completed	8d. Supervised by	8e. Response Time Goals Established      Met		
Branch Dir.							
COML							
ITSL							
COMT							
INCM							
INTD/RADO							
AUXC							
<b>9. Information and Communications Technology Plans:</b>							
9a. Plans developed and documented via: ICS 205 (Incident Radio Communications Plan) ICS 205A (Communications List) ICS 205B (Incident IT/Data Plan) Other				9b. References/Tools used to develop plan: Region IFOG      CASM State IFOG      Pre-filled ICS 217A NIFOG      Preplanned ICS 205/A/B TICP      Other			
9c. Plan identified secondary and backup communications processes or assets: Secondary      Backup							
9d. Plan identified needs of aviation or other complex operational resources: Unmanned (UAV)      Fixed-Wing      Rotary-Wing      Other							
9e. Plan identified process/procedures for generating public alerts and warnings for affected communities:							
System		Process Identified			System Used During Event		
Integrated Public Alert and Warning System (IPAWS)							
Local/Independent Notification System							
Traffic/Transportation Alerting System							
Other							
Other							
<b>10. Social Media:</b>							
10a. Was social media used by command and coordination staff while managing the event? Facebook      Instagram      Twitter      Other:							
10b. Who managed the inbound collection/analysis and outbound messaging via social media for the incident?							
Function		Collection/Analysis			Outbound Messaging		
Incident PIO							
Individual Agency/Jurisdiction PIOs							
Joint Information Center							
Intelligence/Investigations							
Other							



# INCIDENT COMMUNICATIONS ACTIVITY REPORT (ICAR)

OMB Control No.: 1670-NEW  
OMB Expiration Date: Expires: MM/DD/YYYY

## Incident Communications Activity Report (ICAR)

**Purpose.** The Incident Communications Activity Report (ICAR) is intended to capture the emergency communications activity of any organized incident management command and coordination structure established for an Incident, Planned Event, or Exercise.

**Preparation.** The ICAR is completed by the person with overall information and communications technology responsibilities within the identified command and coordination organization, for the indicated reporting period. The reporting period is flexible to meet agency or jurisdictional program needs. The report is designed to accommodate either, a single report for the incident/event duration, or multiple reports for smaller time periods within the same incident/event.

**Distribution.** This form is a prototype, under development for potential nationwide use as a standard information capture format for information and communications technology support for incidents, planned events, and exercises. While under development, the form is available for use by organized information and communications technology support programs and individual Communications Unit Leaders and Information Technology Services Unit Leaders to use at their discretion.

### Notes:

- The report is designed for easy completion. Only applicable and "Yes" responses are captured. Blank fields are assumed no, not applicable, or not being reported.
- All information is optional. Leave fields blank if they are not being reported.

Block Number	Block Title	Instructions
1	<b>Incident Name</b>	Enter the name assigned to the incident, event, or exercise. If needed, an incident number can be added.
2	<b>Reporting Period</b> <ul style="list-style-type: none"> <li>• Date and Time From</li> <li>• Date and Time To</li> </ul>	Enter the start date (month/day/year) and end date for the reporting period to which the form applies. The reporting period is flexible to meet agency or jurisdictional program needs. The report is designed to accommodate either, a single report for the incident/event duration, or multiple reports for smaller time periods within the same incident/event.
3	<b>Location</b> <ul style="list-style-type: none"> <li>• Locality</li> <li>• State/Tribal/Territory</li> </ul>	Enter the "locality" or jurisdiction where the activity occurred. Enter Standard State Abbreviations. Write out full tribal, territory, federal facility or land names.
4	<b>Activity</b>	Select (one) the type of activity being reported.
5	<b>Situation</b>	Enter a description that best describes the overall situation.
6	<b>Incident Action Plan</b>	Select if an Incident Action Plan was developed to document the established command and coordination organization and its incident/event objectives etc. Enter the number of participating agencies for each Jurisdiction category.
7	<b>Command and Coordination Structure</b>	See Appendix B of the Third Edition <a href="#">National Incident Management System</a> for more information on EOC organization structures.
	7a. Role/Function	Select (one): Incident Command Post (ICP) is the location of the tactical-level, on-scene incident command organization. Emergency Operations Center (EOC) is where incident support occurs through operational and strategic coordination, resource acquisition and information gathering, analysis, and sharing. Emergency Communications Centers (ECC)/PSAPs Enter other role/function

# INCIDENT COMMUNICATIONS ACTIVITY REPORT (ICAR)

OMB Control No.: 1670-NEW  
OMB Expiration Date: Expires: MM/DD/YYYY

Block Number	Block Title	Instructions
7	<b>Command and Coordination Structure (Continued)</b>	See Appendix B of the Third Edition <a href="#">National Incident Management System</a> for more information on EOC organization structures.
	7b. Structure	Select (one): Incident Command System, Incident Support Model (includes ESF or hybrid structure), Departmental Structure, or... Enter other structure.
8	<b>Information and Communications Technology Positions Staffed</b>	Enter the information for each position relevant to the Reporting Period. Leave blank or use 0 if not staffed, not-applicable, or No.
	8a. Number Used	Enter the number of people who were assigned to each position.
	8b. Training Completed	Enter the number of people who staffed the position and have completed the associated All-Hazards Position Specific Training.
	8c. Task Book Completed	Enter the number of trained people who staffed the position and have completed the associated All-Hazards Position Specific Task Book, per the requirements of the authority having jurisdiction.
	8d. Supervised by	Select the position that each staffed position reported to for the reporting period. Choices are Incident Commander, Operations Chief, Logistics Chief, Services Branch Director, Information and Communications Technology Branch Director, Communications Unit Leader, Information Technology Services Unit Leader, Incident Communications Center Manager. If no appropriate choices are listed, enter a position title.
	8e. Response Time Goals	Select the appropriate categories if the SLTT jurisdiction has established a communications program (COMU) with response-time goals for the positions. This category is only applicable during the reporting period that the resource was requested. If no goals exist or are not applicable, leave the section blank. Check Yes if Established Check Yes under Met if a goal is established for the position AND the goal was met for the initial notification and response.
9	<b>Information and Communications Technology Plan</b>	Documented plans that identify the information and communications technology resources, and their function, used for the incident/event.
	9a. Plans developed and documented via	Select (all) the methods used to document the plan(s). Enter Other methods not listed.
	9b. References/Tools used to develop plan	Select (all) of the existing plans, resources, and tools that were referenced to assist in developing the specific incident/event plans. Enter Other resources not listed.
	9c. Plan identified secondary and backup communications processes or assets	Select "Secondary" if the incident/event specific plans identified communications assets to be used if issues occurred with the primary planned assets. Select "Backup" if the plan identified assets to be used if issues occurred with the primary and secondary planned assets. (3 <sup>rd</sup> level)
	9d. Plan identified needs of aviation or other complex operational resources	Select (all) aviation resources used during the event. Enter Other complex resources not listed. (E.g. Marine, Tunnel)
	9e. Plan identified process/procedures for generating public alerts and warnings for affected communities	Select (all) the public alert and warning systems available to the command and control organization with process identified to generate an alert message. Enter Other systems not listed. Select (all) the systems that were used during the report period.

# INCIDENT COMMUNICATIONS ACTIVITY REPORT (ICAR)

OMB Control No.: 1670-NEW  
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Block Number	Block Title	Instructions
10	<b>Social Media</b> 10a. Was social media used	Select (all) the social media methods used by command and coordination staff while managing the event. Enter Other systems not listed.
	10b. Who managed the inbound collection/analysis and outbound messaging via social media	Select (all) the functional areas with the responsibility of social media inbound collection/analysis and outbound messaging. Enter Other functions not listed.
11	<b>Tactical Equipment/Systems Deployed</b>	Select (all) tactical equipment, systems, and technical specialists (THSP) deployed under control of the command and coordination organization to support the incident/event. Enter Other resources not listed
12	<b>Voice Usage and Interoperability</b>	Select (all) voice communications and interoperability resources planned for or used to support the incident/event. Enter Other resources not listed.
13	<b>Data Usage</b>	Select (all) sources of data access and connectivity planned for or used to support the incident/event. Enter Other sources not listed.
	13a. Functions/Tools that required data access	Select (all) functions and/or tools requiring data access that were planned for or used to support the incident/event. Enter Other functions or tools not listed.
14	<b>Incident Communications Objectives</b>	Enter the number of issues encountered for both Voice and Data within each Issue Category. Enter the number of issues Resolved by assigned information and communications technology personnel for both Voice and Data within each Issue Category. Enter Other Issue Category if not listed.
15	<b>Optional Information</b>	Enter any additional information to record for the reported period. Examples may include incident/event details, weather influences, unmet needs, overview of major tasks accomplished, etc.
16	<b>Optional Submitted by</b>	Enter the name, organizational position, and email address of the person preparing the form.
	16a. Allow Follow-up Contact	Select Yes to authorize follow-up contact from program managers.
	16b. Special Codes	Enter any special codes designated by your COMU program.
	16c. Special Codes	Enter any special codes designated by your COMU program.

**Burden Statement:** The public reporting burden to complete this information collection is estimated at 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and the completing and reviewing the collected information. The collection of information is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Emergency Communications Division, CISA-NGR STOP 0645, Cybersecurity and Infrastructure Security Agency, 1110 N. Glebe Rd, Arlington, VA 20598-0645, ATTN: PRA [OMB Control No. 1670-NEW].

**Privacy Act Statement:** Authority: Presidential Policy Directive – 21 (PPD-21), and Sec. 1801 of the Homeland Security Act of 2002 (6 U.S.C. § 451) authorizes the collection of this information.

**Purpose:** CISA will use this information to capture the emergency communications activity of any organized incident management command and coordination structure established for an Incident, Planned Event, or Exercise. The form may also collect limited respondent contact information to be only used in the event CISA requires additional information or clarification of any submitted responses.

**Routine Use:** The information requested may be shared externally as a routine use to the National Counsel of Statewide Interoperability Coordinators (NCSWIC) which includes emergency response providers at the, state, local, and territory level. A complete list of routine uses can be found in the system of records notice associated with this form, DHS/ALL-002 Department of Homeland Security (DHS) Mailing and Other Lists System of Records (November 25, 2008, 73 FR 71659). The Department's full list of system of records notices can be found on the Department's website at <http://www.dhs.gov/system-records-notices-sorns>.

**Disclosure:** Providing this information is voluntary. However, failure to provide this information could prevent CISA from clarifying submitted responses and to better support Federal, State/Territory, Tribal, Urban, Local, emergency response professionals in identifying lessons learned to drive strategy and improve existing or offer new technical assistance as it relates to emergency communications activity