

communications for emergency responders, both day-to-day and during national emergencies. CITIG also initiated a series of national interoperability workshops, cross-border interoperability workshops, vendor outreach forums and a successful program of regional forums designed to prompt action by key stakeholders. Collaborative agencies across the U.S., U.K.,

Australia and New Zealand help make this goal possible.

Communications interoperability in Canada, much like in the U.S., is a top priority of public safety groups. These groups are working to establish and improve the interoperability of voice and data communications for seamless public safety contact. CITIG—under the leadership of

executive director Lance Valcour, director of communications Eric Torunski, and other managing partners—is well on its way to realizing this goal. ||PSC||

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# Preparing your Organization for Change

## Three Quick Steps to P25 Success

~ BY DAREK WIECZOREK

**W**hen migrating to a P25 radio system, your agency ought to have a basic migration plan agreed upon and finalized by the time of system design review. While the vendor is installing the system, it is up to agency management to prepare the entire organization—radio users, dispatchers and system administrators—for the upcoming change. This will include training and open communication to make sure all involved parties understand their roles and the scope of the changes, and that they are ready to start using the new system.

### Step 1: Train Your Users

In most cases it is not feasible to have the vendor train each user on the new system. Most buyers adopt a “train the trainer” approach, under which the vendor trains a limited group of radio users or technicians and provide them with instructions that can then be carried all the way through the organization.

Be realistic about the amount of training needed. If you are swapping a proprietary digital technology for P25 and your sites stay in their previous locations, the amount of needed training is probably limited. When you move frequency bands, sites and technologies from analog conventional to digital trunked, you need to allow significantly more time to prepare your users for the



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change—even if the change amounts to significant improvement overall.

### Step 2: Train Your Technical Personnel

A similar approach needs to be taken in deciding the scope of training for technical personnel. Even if your technicians are not going to be maintaining and repairing the system or user equipment, they need to have a thorough understanding of the system and its elements so that they can monitor its performance, report issues to the vendor, engage in discussions about potential improvements and extensions as well as explain any issues to others in the organization.

### Step 3: Train Your System Administrators

Finally, training for system administrators needs to be extensive as they will be setting up your fleet architecture, changing system features, setting alarms, enabling and disabling users, and monitoring traffic and performance. This cannot be done with confidence without a thorough understanding of the deployed technology. ||PSC||

**DAREK WIECZOREK** is senior director of global services for Tait Communications. This article is an excerpt from the Tait Communications white paper “P25 Best Practice: Implementing your P25 system,” which is free to download at [www.p25bestpractice.com](http://www.p25bestpractice.com).