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ISSI Case Study Highlights Implementation Challenge

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Recently, a consulting company focused exclusively on public safety had an opportunity to manage a large-scale, complex ISSI pilot connecting two P25 systems, incorporating products and services from two leading US vendors. This multi-vendor approach had its share of challenges to overcome, resulting in valuable lessons learned:

- ISSI documentation can be hard to extract from the vendors mid-project. This can be the most frustrating part of an ISSI project. When including ISSI in the radio RFP, demand detailed, specific documentation including technical and functional descriptions as well as an acceptance test plan, during the project kick-off meeting. This will make things easier as the project progresses, and operational and technical hurdles arise.
- ISSI features vary between different releases of software, both for the interface itself and for the core operating system. The latest revision of ISSI code will not necessarily work on your core, 5-year-old software. The documentation should be specific to the version(s) being installed.
- Differences in the way each manufacturer implements similar features can lead to compatibility issues, some of which may be negligible, but many of which can hinder the successful delivery of the project. Fully understanding the ISSI standards and writing the RFP to reflect them is an important element in ensuring the vendor(s) deliver a compliant solution, or at least can document any exceptions before they become a problem.
- In a multi-vendor project keep in mind that the functionality of the ISSI link between