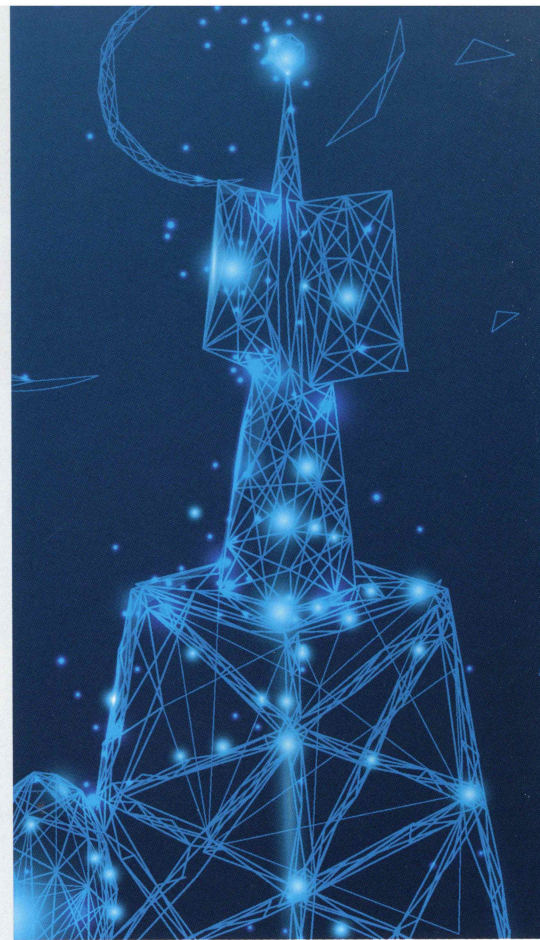


- two different vendors is limited to what is available from the less advanced network.
- Plan upfront for connections with all other systems for which ISSI connections will be expected to be implemented, and make sure you accurately describe technical and operational interface requirements for each.
- Pricing approaches vary between manufacturers. In addition to detailed and itemized pricing, request very clear explanation in the RFP for their approach to:
 - Pricing of equipment, software and licensing
 - Pricing of implementation services
 - Support SLA's and penalties
 - Maintenance
- In addition to pricing, make sure you fully understand your project costs, including
 - Services needed from agency personnel
 - Roles required to achieve success
- Implementation and testing require a significant coordination effort between participating agencies. You will need cooperation between operational, administrative and technical staff. Plan carefully, including a detailed schedule of activities.

- Ensure that all functional requirements are fully tested and confirmed, using a comprehensive test plan, especially regarding any newly developed features, interfaces and interoperable functions.
- Because of the amount of cooperation required, when multiple persons from any county/agency participate, a strong lead person should be designated to champion the effort and all activities must be fully documented for future reference.

The implementation of ISSI is likely to be more challenging than expected, especially in the case of multi-vendor installations, but ISSI's functionality justifies the effort and costs; you will get the most benefit when the expectations of decision-makers and users are carefully managed, and project activities are fully understood and carefully planned out, before the project begins. ●

Derek Wiczorek has been in a variety of wireless roles for over 30 years and is currently a Senior Technical Consultant/Program Manager for Mission Critical Partners.



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