

Hawaii Wireless Interoperability Network (HiWIN)

Acceptable Use Policy

Department of Accounting and General Services
Owner: Office of Enterprise Technology Systems (ETS)

Acceptable Use Policy Revised: 02-11-2017

1.0 Purpose and Scope

The HIWIN Acceptable Use Policy provides written documentation for all public safety/service organizations in the State of Hawaii on acceptable use requirements for the HIWIN system. This policy applies to all new and existing HIWIN users.

2.0 Background

HIWIN began in 2008 as a multi-phased program that leverages new and existing wireless resources to create a statewide, interoperable, wireless communication system for emergency responders and other public service entities that contribute materially to emergency response and homeland security. HIWIN is a multiple site, statewide intra-County, trunked communication system based on a digital 700/800 MHz system using the Association of Public Safety Communication Officials (APCO) Project 25 (P-25) standard, which is the industry standard.

3.0 Authority

ETS owns all HIWIN infrastructure assets and is responsible for setting the vision for interoperable communications, as well as providing guidance for the use of HIWIN. ETS acts as the decision-making body for oversight of the expansion, upgrade and maintenance and operations of the system.

4.0 Policy

Public safety/service organizations using HIWIN, and technical support organizations servicing HIWIN will follow the governing acceptable use principles outlined below:

- 4.1** The HIWIN system is for use by Public Safety/Service agencies and is provided by the State of Hawaii to benefit the citizens.
- 4.2** Public Safety/Service personnel shall use the HIWIN system to perform their duties as defined by their discipline.
- 4.3** The HIWIN system is to be used for responding during situations that are considered routine public safety operations or emergencies.
- 4.4** The HIWIN system is to be used for training and exercises that are planned and scheduled.
- 4.5** Organizations are authorized to use HIWIN in the following ways:
 - 4.5.1** Primary Use – Organizations that have elected to use HIWIN for full time/day-to-day communications. These organizations have applied to become full-time users of HIWIN and have been approved by the ETS. This use is defined in the organizations approval letter.
 - 4.5.2** Command and Control – Each emergency management jurisdiction in the State of Hawaii is authorized to use HIWIN to achieve communications within the Command and Control structure. Command and Control is defined as the personnel that are the upper level administrators whose function it is to direct the resources of their department in the event of an emergency situation.
 - 4.5.3** Interoperability Use – Organizations that play a supporting role in responding to disasters, but use a local or different system for their daily operations. These organizations have applied to use HIWIN for interoperability purposes and have

been approved by the ETS. This use is defined in the "HIWIN Interoperable Communications Guidelines" as well as in the organizations approval letter.

- 4.6 HIWIN Program Management and Operations staff shall use the ETS OPS and ETS TAC talk groups for testing and troubleshooting on the system. HIWIN Program Management and Operations staff transmit on other talk groups if necessary as a part of troubleshooting problems.
- 4.7 HIWIN Maintenance shall use the DEMO talk groups for testing and troubleshooting on the system. HIWIN Maintenance may transmit on other talk groups if necessary as a part of troubleshooting problems.
- 4.8 If a user is determined to be using HIWIN outside of their approved use the HIWIN Management may inhibit that user's radio and therefore their use of the HIWIN system until the issues of proper use are resolved by their agency.
- 4.9 HIWIN users are not to contact maintenance vendors directly regarding system issues. All system related issues must be sent to the HIWIN System Manager. HIWIN.Radio@hawaii.gov
- 4.10 Emergencies can be reported to the Assistance Center at 808-586-1900. This policy may be revised as needed and as directed by ETS and HIWIN System Management.

5.0 Controls and Measures:

- 5.1 Organizations not following this policy are subject having the organizations radio privileges revoked. Revocation of privileges will take place only after contact is made with the organization and the organization is given the opportunity to correct the situation. An organizations radio privileges may only be revoked at the direction of the State CIO.
- 5.2 Users not following this policy are subject to having their radio privileges revoked. Revocation of privileges will take place only after contact is made with the user and the user is given the opportunity to correct the situation. A users radio privileges may only be revoked at the direction of the HIWIN System Management or the user's supervisor.
- 5.3 HIWIN Program Management and Operations personnel not following this policy will be subject to disciplinary actions, in accordance with State personnel policies.
- 5.4 HIWIN Maintenance personnel not following this policy will be referred to their corporate customer support manager for appropriate personnel actions.

Reviewed by: _____

Date: ____ - ____ - _____